

Gilroy Steel Solicitors Limited Complaints Procedure

We are committed to providing a high-quality legal service to our clients. When something goes wrong, we need you to tell us about it. This will help us to sort out any mistakes or misunderstandings, and to improve our standards.

If you have a complaint, please raise the problem with the person responsible for your matter, or if you prefer, our complaints director Claire Page.

What will happen next?

1. We will acknowledge receipt of your complaint in writing within three days of receiving it.
2. We will then investigate your complaint. Your complaint will be reviewed in conjunction with the conveyancing team and a senior staff member unconnected with the matter.
3. In each case will send you a written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the written acknowledgement of your complaint referred to in paragraph 1 above.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Director unconnected with the matter at the firm to review the decision.
5. We will write to you within 21 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If we have to change any of these timescales we will let you know and explain why.
7. If you are still not satisfied, you can contact the Legal Ombudsman normally within 3 months, PO Box 6806, Wolverhampton WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. Note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.
8. If a complaint cannot be resolved you may also be able to ask for it to be referred to a process of alternative dispute resolution using a certified provider. We are not required to agree to such a request. In any case this is not available to businesses, only consumers. We will give you more information about that right if it becomes relevant.

You have a right to complain to the Legal Ombudsman at the conclusion of the complaints process should you still be dissatisfied. Complaints to the Legal Ombudsman should be made within 3 months of the conclusion of the complaints process. Their address is Legal Ombudsman: PO Box 6806, Wolverhampton, WV1 9WJ Telephone 03005550333 or view their website at www.legalombudsman.org.uk.