



Complaints Procedure

GILSON GRAY (ENGLAND) Limited COMPLAINTS PROCEDURE

Our complaints policy

We are committed to providing a high quality conveyancing service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

In the first instance it may be helpful to contact the individual who is working on your case to discuss any concerns. That individual, or their Team Manager, will do their best to resolve any issues. If you would like to make a formal complaint then this procedure explains how we will handle that complaint. The Head of Department responsible for residential conveyancing is Gary Tyman who can be contacted by email at gary.tyman@gilsongray.com or telephone number 01522 503589

If you make, or have already made a complaint, we will try and resolve it fairly and as quickly and as amicably as possible.

Gary will discuss the case with the members of staff concerned and if we have to change any of the timescales set out below we will let you know and explain why.

Objecting to our bill

You have a right to object to our bill by raising it with us, or by making a complaint to the Legal Ombudsman. In addition, you may have a right to apply to the Court for an assessment of our bill under Part III of the Solicitors Act 1974 BUT if you exercise this right, it will preclude a complaint to the Legal Ombudsman.

If all or part of our bill remains unpaid whilst you dispute it, the firm may be entitled to charge interest.

What will happen next?

1. Once a complaint is received, we will send you a letter of acknowledgement and may ask you for further details of your complaint in order that we can properly understand and respond to it.
2. We will record your complaint in our central register and open a file for your complaint
3. We will then start to investigate your complaint. This is likely to involve discussing the matter with the members of staff who acted for you and reviewing the documents and correspondence contained in your file.
4. We will then decide the best method of proceeding and this will either be by telephone, in writing or by meeting with you.
5. We may call you to discuss your complaint. We hope this will resolve the complaint. We would hope to call you **no longer than 14 days after first receiving your complaint.**
6. After discussing your complaint with you we will write to you to confirm what took place and any solutions we have agreed with you. This will include our suggestions for resolving the matter. This will happen within 5 working days of us completing our investigation.
7. Alternatively rather than call you we may discuss the complaint with the member of staff concerned and fully review the documents and correspondence in your file and then write to you with our detailed response and confirming our final position. This will take place within 5 working days of us completing our investigation.

8. We may meet with you to discuss your complaint and if so will tell you what our decision is. This will be confirmed to you in writing. This will take place within 5 working days of us completing our investigation.
9. Whether we deal with the matter by telephone, in writing or at a meeting, if you are not satisfied, you can contact us again to let us know. We will then undertake a review of our decision. This will happen in one of the following ways:
 - The Head of Department will review their decision and then we will arrange for someone in the firm who has not been involved in your complaint to review it. They will do this within 10 working days
 - We may invite you to agree to independent mediation. We will let you know how long this process will take.
10. We will let you know the result of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
11. If you are not satisfied with the outcome of our investigation, you may complain to the Legal Ombudsman whose address is P.O. Box 6806, Wolverhampton WV1 9WJ. The telephone number is 0300 555 0333. The email address is enquiries@legalombudsman.org.uk. The website is at www.legalombudsman.org.uk.

If we have to change any of the time scales above, we will let you know and explain why.

Aberdeen

Blenheim Gate, Blenheim Place, Aberdeen, AB25 2DZ
T: 01224 011700 F: 01224 011701

Dundee

2 West Marketgait, Dundee DD1 1QN
T: 01382 202 208 F: 01382 202 208

Edinburgh

29 Rutland Square, Edinburgh EH1 2BW
T: 0131 516 5354 F: 0131 516 5378

East Lothian

33 Westgate, North Berwick EH39 4AG
T: 01620 893 481 F: 01620 894 442

Glasgow

160 West George Strret, Glasgow G2 2HG
T: 0141 530 2021 F: 0141 530 2035

Lincoln

Olympic House, 995 Doddington Rd, Lincoln, LN6 3SE
T: 01522 503500

gilsongray.co.uk

