



# Complaints Procedure

## **Our complaints policy**

We are committed to providing a high quality service to all our clients. However, we recognise that occasionally things might go wrong. If they do, please tell us about it. This will help us to improve our service. If you wish to make a formal complaint, then this procedure explains how we will deal with it.

## **Our complaints procedure**

In the first instance, it may be useful 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. Our contact details will be in our initial engagement letter sent to you.

If you do not feel able to raise your concerns with them, or if you are unsatisfied with the response, then you can raise a complaint with our management team.

Making a complaint will not affect how we handle your case.

The best way to contact us is by email or in writing. That is the best way to make sure we fully understand your concerns. To help us understand your complaint, and so that we do not miss anything, please tell us:

1. your full name and contact details;
2. what you think we have got wrong;
3. how you would like your complaint to be resolved; and
4. your file reference number (if you have this).

If you are unable to contact us by email or in writing, you can still make your complaint by telephoning us. You should ask to speak to the appropriate member of our team identified below.

Please note that this person may not always be available and therefore you may be asked to leave your contact details and a description of your concerns with another member of our team. If you require to make your complaint by telephone, we will require to obtain either an email or postal address from you so that we can set out in writing the issues we understand you wish us to investigate and provide you with our written findings.

### **Who to contact?**

For services provided by Gilson Gray (England) Limited (including English conveyancing services) then the person to speak to is the Partner in our Residential Conveyancing Department, England. The Partner is Cherie McBean.

You can e-mail a complaint to [complaintsengland@gilsongray.com](mailto:complaintsengland@gilsongray.com). Alternatively the address to write to is Gilson Gray (England) LLP, Olympic House, 995 Doddington Road, Lincoln, LN6 3SE

## What will happen next?

1. Once a complaint is received, we aim to send you an acknowledgement within two working days. We may ask you for further details of your complaint in order that we can properly understand and respond to it. If you have raised your complaint by telephone, we will summarise our understanding of the issues and our acknowledgement within 5 working days, and we would be grateful if you would clarify any errors or discrepancies as soon as you can.
2. We will investigate your complaint. This is likely to involve discussing the matter with the members of staff who acted for you reviewing the documents and correspondence contained in your file. Our investigation will include an objective review of the file for your matter.
3. We will provide you with a final response to your complaint in writing, via email or post. This may include proposals to resolve the complaint. We aim to provide this final response within 4 weeks of the date upon which we receive sufficient details of your complaint to enable us to fully investigate. Please be aware that the Ombudsman allow up to 8 weeks for a final response to be issued.
4. If we cannot complete our investigations within the timescales above, we will let you know and explain the reasons for any extension or delay.
5. We may occasionally ask to have a telephone call or invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to, or are unable to do so.
6. Where appropriate, we will keep you up to date on the progress of your complaint. There may not be updates if the matter can be resolved within the 4 weeks mentioned above.
7. If we have a discussion with you regarding your complaint, we will confirm our discussions in writing. We aim to do so within five working days of the call.
8. If you are still not satisfied, you can ask the Legal Ombudsman to consider your complaint. We hope that this does not become necessary and that we can resolve matters between ourselves. The Legal Ombudsman's contact details are:

**Address: Legal Ombudsman**  
PO Box 6167  
Slough  
SL1 0EH

**Telephone:** 0300 555 0333  
**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
**Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

## The Legal Ombudsman

Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within the following timescales:

- no later than one year from the date of the act or omission about which you are complaining occurring; or
- no later than one year from the date you should reasonably have known there were grounds for complaint.

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

## **The SRA**

*The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.*

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

## **Complaints in relation to bills**

The complaints procedure above also applies to complaints arising concerning our bill. There may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974; the Legal Ombudsman may not consider a complaint about a bill if you have applied to the court for assessment of that bill.

## **Costs**

We will not charge you for handling your complaint.

The Legal Ombudsman service is free of charge.

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## 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](http://gilsongray.co.uk)

