



# Complaints Handling Policy



# Our complaints policy

We are committed to providing a high-quality legal 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.

If you have a complaint, please contact us in the manner set out in your engagement letter with the details.

In the event you do not have an engagement letter then please send your complaint to our Senior Partner, Michael Ward:  
[michael.ward@gateleyplc.com](mailto:michael.ward@gateleyplc.com)

## What will happen next?

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We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this policy.

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We will then investigate your complaint.

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We will then write to you within 14 days of sending the acknowledgement letter with a view to resolving your complaint. In some cases, before writing, we will invite you to a meeting to discuss and hopefully resolve your complaint. Within five days of any meeting, we will write to you to confirm what took place and any solutions agreed with you.

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04

At this stage, if you are still not satisfied, you should contact us again and we will arrange for our Senior Partner to review the decision.

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05

We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

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If you are still not satisfied, you can contact:

**Legal Ombudsman**  
**PO Box 6806**  
**Wolverhampton**  
**WV1 9WJ**

06

about your complaint. Any complaint to the **Legal Ombudsman** must usually be made within six months of the date of our final written response to your complaint and no more than six years from the date of act/omission; or no more than three years from when you should reasonably have known there was cause for complaint. For further information, you should contact the **Legal Ombudsman** on **0300 555 0333** or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

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The Solicitors Regulation Authority can help you 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. You can raise your concerns with the **Solicitors Regulation Authority**.

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 /company/gateley-plc  
 gateleyplc.com

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