

## HOW TO MAKE A COMPLAINT

We at GSC Solicitors LLP are confident that we will offer a professional and efficient legal service. However, if there are any problems with our service or the bill, in the first instance you should contact the fee earner dealing with this matter. We will do our very best to resolve any such problem. If your complaint is not resolved to your satisfaction by the fee earner, you should then make a formal complaint in writing addressed to Millie Balkan, Complaints Officer, GSC Solicitors LLP 31-32 Ely Place, London EC1N 6TD setting out the nature of your complaint. We have a written complaints procedure, a copy of which we are happy to provide you with on request.

Our written complaints procedure provides full contact details of the Legal Ombudsman which can consider complaints against lawyers. You have the right to complain to the Legal Ombudsman at the conclusion of our complaint process (this is 6 months from the date of receiving our final written response regarding the complaint).

In whichever is the earliest circumstance, as a complainant you must refer the complaint to the Legal Ombudsman:

1. no later than 6 years from the act or omission you have complained about.

Or

2. three years from when you, as the complainant should have known there was a cause for a complaint.

The Legal Ombudsman can be contacted on 0300 555 0333 or at this website:

<http://www.legalombudsman.org.uk/helping-the-public/#making-complaint>

The Legal Ombudsman service is available to members of the public, very small businesses, charities, clubs and trustees only (but not for larger commercial enterprises). The Legal Ombudsman could help you if you are not happy with your solicitor's work or service and need to put things right. If you are not sure if the Legal Ombudsman service is applicable to you, please contact them for guidance on this point.

**Please note The Legal Ombudsman cannot accept a complaint where the date of the act/omission or awareness was before 6<sup>th</sup> October 2010.**

**GSC Solicitors LLP is authorised and regulated by the Solicitors Regulation Authority. The Solicitors Regulation Authority could help you if you think a solicitor might be dishonest or you have concerns about their behaviour.**

The Solicitors Regulation Authority can be contacted on 0370 606 2555 or at this website:

<https://www.sra.org.uk/consumers/problems/report-solicitor.page#how-complain>

If your complaint is about the firm's bill, there may also be a right to object to it by applying to the court for an assessment of it under Part III of the Solicitors Act 1974. Note, however, that if all or part of a bill remains unpaid the firm may be entitled to charge interest.

Alternative complaints bodies such as the Consumer Ombudsman (<http://www.consumer-ombudsman.org/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

We do not agree to use the Consumer Ombudsman or any other alternative complaint bodies.