

Complaints Procedure

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.

How Do You Make a Complaint?

If you have a complaint about our services to you including a complaint about the firm's bill please contact Peter Cooper, our Chief Finance and Operations Officer.

His contact details are as follows:

Peter Cooper
31-32 Ely Place
London
EC1N 6TD
pcooper@gscsolicitors.com

In order to help us understand your complaint, please include in your written complaint:

- 1) Your full name and contact details
- 2) The nature of your complaint and what you think we have done wrong
- 3) What you hope to achieve by your complaint.

What Will Happen Next?

- 1 We will send you written acknowledgement of your complaint and asking you to confirm or explain any details. We will also let you know the name of the person who will be dealing with your complaint who may not be the Senior Partner.
- 2 We will then record your complaint in our complaints log and investigate your complaint by reviewing the complaint, examining the relevant file or correspondence and speaking with the person who dealt with your matter. We will request further documentation or information as required.
- 3 If appropriate we will then invite you to meet Mr. Sheikh and/or the person handling your complaint to discuss and hopefully resolve matters.
- 4 Within two days of any meeting, we will write to you to confirm what took place and any suggestions that we have agreed to resolve your complaint.

What If You Are Still Not Happy with The Outcome?

- 1 At this stage, if you are still not satisfied, please contact Mr. Sheikh or the person handling your complaint. We will then arrange to review our decision within the next 10 days.
- 2 We will let you know the result of the review within five days of the end of the review. At this time, we will write to you confirming our final position on your complaint and explaining our reasons.
- 3 If you are still unhappy you can contact the Legal Ombudsman if you remain dissatisfied.

The Legal Ombudsman (LeO)

You can contact the Legal Ombudsman as follows:

Telephone: 0300 555 0333

Website: www.legalombudsman.org.uk (where you can download a copy of their complaint form)

Email: enquiries@legalombudsman.org.uk

Address where you can post complaint forms: PO Box 6806 Wolverhampton WV1 9WJ.

You will need to bring a complaint to LeO within six months of receiving a final written response from us about your complaint.

In addition to the time limit to notify the Ombudsman, your complaint to GSC Solicitors LLP must be brought within six years of the relevant act or omission you allege by one of our legal staff or three years from the date when you should reasonably have known there was a cause for complaint without taking advice from a third party.

The LeO may not deal with a complaint about a bill if you have applied to the court for assessment of that bill.

The Legal Ombudsman service is free of charge.