



## COMPLAINTS PROCEDURE

At Gowing Law Solicitors, we aim to deliver a first class service every time. We realise, however, that things can sometimes go wrong and we welcome complaints as an opportunity to improve our service. If something is wrong, we will do our best to put it right. If you do need to make a formal complaint about our service, we invite you to contact us as outlined below.

### Step 1 – Contact our Client Care Team

You may raise your complaint in the following ways:-

**Telephone** 0161 826 1793  
**Email** carl.chapman@gowinglaw.co.uk  
**By post** Carl Chapman, Gowing Law Solicitors, 14<sup>th</sup> Floor, St James Tower, 7 Charlotte Street, Manchester, M1 4DZ

Upon receipt of your complaint, our Client Care Team will acknowledge it and confirm to you how it will be dealt with (including a written copy of our procedure).

### Step 2 – Investigation of your complaint

The Manager of the Team in which your case is being handled will review your complaint and will endeavour to respond to your complaint fully within 21 days of receiving it.

### Step 3 – Our formal response

Whilst we aim to respond to you within 21 days, we have eight weeks from the date of receiving the complaint to resolve it to your satisfaction. If upon receipt of our final formal response, or expiry of the eight week period, you remain unhappy, you are entitled to refer the matter to the Legal Ombudsman (see below). However, we will always be happy to discuss the issues with you further if you wish to do so, prior to taking this step.

### Legal Ombudsman

There are limits for submitting a complaint to the Legal Ombudsman. Where you have not followed our complaints procedure, you must submit your complaint to the Legal Ombudsman within six years from the date of the act/omission or three years from the date which you should have known you have a complaint to pursue. The Legal Ombudsman will not however accept complaints where the act/omission or date of awareness was before 6th October 2010.

Where you have followed our complaints procedure, the time limit for pursuing a complaint to the Legal Ombudsman is no later than six months from the date on which you received a definitive response to your complaint from this firm, or from the last day of the eight week period, whichever is the earlier.

There are exceptions to the eight week and six months rules. For information relating to those exceptions, please refer to the scheme rules on the Legal Ombudsman website.

The Legal Ombudsman: P.O. Box 6806, Wolverhampton, WV1 9WJ  
Telephone number: 0300 555 0333  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)