

## **CGM 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.

### **Our Complaints Procedure**

If you have a complaint, contact us with the details. In the first instance contact the person dealing with your matter. If this does not resolve matters please contact the person named in your terms letter.

### **What will happen next?**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within ten working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint.
3. We will acknowledge your reply and confirm what happens next. You can expect to hear from us within ten working days.
4. We will then start to investigate your complaint. This will normally involve the following steps:-
  - We will pass your complaint to Caroline Stennett (Managing Director) as soon as reasonably practicable.
  - She will ask the member of staff who acted for you to prepare a response to your complaint. She may also refer the matter to another Solicitor to consider.
  - She will then examine their response and, if necessary, she may also speak to them. This will take up to 28 working days from receiving the response and obtaining your file.
  - In complex cases we will require a longer period to complete these steps.
5. If necessary, Caroline Stennett may then invite you to a meeting to discuss and hopefully resolve your complaint. Generally however a written response will be sent to you within ten working days or following any meeting.

6. At this stage, if you are still not satisfied you should contact us again. We will ask another Solicitor to review Caroline Stennett's decision within ten working days.
7. We will let you know the result of the review within ten working 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. We have already given you the name and address of the Legal Ombudsman in our Letter of Engagement and it appears on our website. If you are still not satisfied you may contact them about your complaint.

If we have to change any timescales above we will let you know.