

GC Business Lawyers Limited Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. If something goes wrong you need to tell us about it, so that we can put matters right. It will also help us to improve our standards.

Our Complaints Procedure

If you are dissatisfied with any part of the service provided to you by this firm, raise it first with the fee earner dealing with your case who will try to resolve the matter informally. If you are still dissatisfied, please put your complaint in writing to Gary Caplan.

What will happen next

1. Within three days of receiving your complaint we will send you a letter acknowledging your complaint and asking you to confirm or explain any details which we need. If it seems appropriate we will suggest a meeting at this stage. We will also let you know the name of the person dealing with your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint.
3. We will then investigate your complaint. This will normally involve the following steps:
 - Within three days of receiving your complaint the person investigating your complaint will raise it with the person complained about, and where appropriate call for your file of papers.
 - Within fourteen days of receiving your complaint the person dealing with your complaint will either invite you to a meeting to resolve the complaint, or send you a detailed reply, which will include suggestions for resolving the matter.
5. 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.
6. If you are still dissatisfied you may take your complaint to the Legal Services Ombudsman, whose contact details are set out below:
7. If you are a client with whom we have made a contract by electronic means, you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. Should you wish to do so that service can be found at <http://ec.europa.eu/odr> . Our email address for this purpose is info@gcbusinesslawyers.co.uk.

Contacting the Office of the Legal Services Ombudsman

There is a timeframe for making a complaint to the Legal Ombudsman: normally the Legal Ombudsman will not consider a complaint against a solicitor until the person complaining has been through the solicitor's internal complaints process. Furthermore, complaints must normally be brought to the Legal Ombudsman within *six months* of the conclusion of our written response to the complaint, and within six years of the act or omission complained of or three years from the date when the person complaining should have known about the complaint, except where the act or omission complained of or the date of awareness occurred before 6 October 2010.

Phone on 0300 555 0333 (Calls to the Legal Ombudsman cost the same as a normal 01 or 02 landline number, even from a mobile phone, and are recorded for training and monitoring purposes)

Email at enquiries@legalombudsman.org.uk

Write to PO Box 6806, Wolverhampton, WV1 9WJ.

Please note, this is not an address for service of legal documents.

Please contact on 0300 555 0333 or email at enquiries@legalombudsman.org.uk for our address for legal service.

If you are calling from overseas, please call +44 121 245 3050

For minicom call 0300 555 1777

www.legalombudsman.org.uk

7. We are pleased that we very rarely have to use our complaints procedure – and if any client is dissatisfied with our service, and wishes to use it, we will do our utmost to resolve the complaint to our client's satisfaction.

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