

## **Goodman Ray Complaints Handling Procedure – Clients**

### **Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we would like to know. This will help us to improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact us with the details.

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

1. We will send you a letter acknowledging receipt of your complaint within 3 working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our client care partners, Trudi Featherstone or Thomas Brownrigg, who will review your case and speak to the member of staff who acted for you.
3. Trudi Featherstone/Thomas Brownrigg will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 8 weeks of sending you the acknowledgement letter.
4. You may request a meeting to discuss your complaint further following receipt of the letter and if that is appropriate and/or beneficial then one will be arranged with Trudi Featherstone/Thomas Brownrigg within 7 working days.
5. Within 7 working days of a meeting, Trudi Featherstone/Thomas Brownrigg will write to you to confirm what took place and any solutions agreed with you.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining the reasons for our decision.
8. If you are still not satisfied with our response you can then contact The Legal Ombudsman about your complaint:

The Legal Ombudsman  
P.O. Box 6806  
Wolverhampton

WV1 9WJ

<https://www.legalombudsman.org.uk/contact-us/>

A complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

If we change any of the timescales above, we will let you know and explain why.

There may be circumstances when the procedure and timeframe set out above cannot be met. If this is the case, we will let you know why and either allocate the investigation of your complaint to another partner, or with your agreement extend the time limits.

Dated 15.10.22