

## **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 in writing with your complaint.

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

1. We will send you a letter acknowledging receipt of your complaint within 2 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 days.
5. Within 14 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 the matter you can then contact The Legal Ombudsman about your complaint:

The Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

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

Any complaint made to the Legal Ombudsman must be made within 6 months of the outcome of any investigation made by this firm of your complaint to the firm. In addition you should note that from 1 April 2023 you also need to refer your complaint to the Legal Ombudsman within one year of the problem you are complaining about happening, or if the problem occurred more than one year ago, you need to bring your complaint to the Ombudsman within one year of you becoming aware of the problem. 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.

Updated 25 June 2024