

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, please contact **Deborah Bailey** as soon as possible. Her telephone number is 020 8661 8611, her email address is deborahbailey@gowenandstevens.com, or you can write to her at our office address with the details.

What Will Happen Next?

1. We will record your complaint in our central register and open a separate file for your complaint.
2. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also confirm the name of the person who will be dealing with your complaint. You can expect to receive our letter within fourteen days of us receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps:
 - we will pass your complaint to **Deborah Bailey**, our Complaints Partner, within seven days.
 - She will ask the member of staff who acted for you to provide their comments on your complaint within fourteen days of the matter being raised with that member of staff.
 - She will then examine the reply and the information in your complaint file. If necessary, she may also speak to them.
4. Ms Bailey will reply to your complaint within 42 days of the date it was initially received. If it is likely to take her longer to respond because for example, the issues are lengthy or involved, she will write to you during this period and let you know when you can expect a detailed response.
5. Ms Bailey may invite you to meet her to discuss your complaint.
6. If you are not satisfied with Ms Bailey's decision you can write to us again. Another partner of the firm will review the decision within twenty one days.
7. 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. We will also give you the contact details of the Legal Ombudsman. If you are still not satisfied, you can contact them about your complaint.

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