

# 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.

If you have a complaint, please contact our complaints partner, Clare Richards, by post: Barker Gotelee, 41 Barrack Square, Martlesham Heath, Ipswich IP5 3RF; by email: [clare.richards@barkergotelee.co.uk](mailto:clare.richards@barkergotelee.co.uk); or by telephone: 01473 611211. If that would not be appropriate, please address your complaint to the Managing Partner, Andrew Nicholson.

## What will happen next?

- 1 We will acknowledge receipt of your complaint within seven working days of us receiving the complaint and send you a copy of this procedure.
- 2 We will then investigate your complaint. This will normally involve Clare Richards reviewing your matter file and speaking to the member of staff who acted for you.
- 3 Clare Richards will generally send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you our acknowledgement letter.
- 4 Alternatively, Clare Richards may invite you to a meeting to discuss, and hopefully resolve, your complaint. She will generally do this within 21 days of sending you the acknowledgement letter.
- 5 Within ten working days of the meeting she will write to tell you her findings regarding your complaint.
- 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 our reasons.
- 8 If you are still not satisfied, you can then contact the Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ, about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint, 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).
- 9 Please note that from 1 February 2013 complaints can be taken to the Legal Ombudsman within six years of the source of the complaint occurring, or three years from the date you should reasonably have known there were grounds for complaint. In both these cases, the source of complaint must have been after 6 October 2010.
- 10 Please note that occasionally it would not be appropriate to consider a complaint in the way set out above. We shall let you know if your complaint falls into that category.

*(March 23)*