

Thomas & Gabriel Solicitors Limited

Complaints Handling Procedure

Thomas Gabriel Solicitors Limited are committed to providing the highest quality standards of client care. We pride ourselves on always being professional and courteous. That from time-to-time dissatisfaction can arise and we want to reassure you that any concerns will be addressed objectively and in a timely manner. Should you raise any concerns with us we will take it as an opportunity to monitor and improve our quality of service and it is therefore important that you bring any matters of concern to our attention as soon as possible. Making a complaint will not affect how we handle your matter.

What To Do If You Have a Complaint

Our designated complaints handler is Nadine Hall. This means that Nadine should be the point of contact for all formal complaints. It may help, however, if you discuss your concerns with the file handler in the first instance and we would encourage you to do so,

Any staff receiving a complaint should refer the matter to Nadine for further guidance and assistance.

Complaints may be made in writing, by telephone, by email or in person and do not have to include the word complaint.

Nadine can be contacted at nadine@thomasgabriel.co.uk.

What Will Happen After I have Made a Complaint?

The complaint will be acknowledged in writing within 5 working days of receipt. We will advise how the complaint is to be dealt with. This will depend on the nature of the complaint and whether we require more information from either yourself or a member of the Thomas and Gabriel Solicitors team. Where additional information is needed, we may conduct a conversation or face to face meeting with you.

How Long Will it Take To Review My Complaint?

Once we have all the information needed to fully understand and review your complaint, we will confirm this to you and also confirm an appropriate timescale for responding to you in full.

It is important to us that complaints are not dragged out unnecessarily and that we respond to you as soon as possible so please rest assured that we will endeavour to deal with matters as quickly as possible. Our aim is to provide a full response within 15 working days of acknowledging the complaint but occasionally more time may be needed. If this is the case we will notify you and also provide a revised timescale.

The outcome of your complaint will be confirmed in writing. This will include the results of our investigations, the facts we have determined, our decision on what we conclude and why.

If the complaint is upheld, then we will advise you what went wrong and what action we will be taking as a firm as a result. We will consider what remedy is suitable for the circumstances. This could range from an apology to financial compensation.

We will ask you to confirm within 20 working days from the date of our response if you are happy with our findings or whether they still do not feel the matter has been resolved satisfactory.

If you still do not feel the matter has been resolved, then we ask that you refer the matter back to us with your comments and proposals for reconsideration. This does not extinguish your right to refer your complaint to the Legal Ombudsman if we cannot agree a resolution.

If you do not feel the matter has been resolved, we will reconsider our full response in light of any additional comments or proposals made by you.

We will provide you with our final response within 10 working days from the date we received the complainant's response.

What Happens if You Are Not Satisfied With The Outcome of Your Complaint?

If you are not happy with the outcome of your complaint, then The Legal Ombudsman may be able to assist. They will look at your complaint independently and it will not affect how we handle your case.

The Legal Ombudsman will make sure that you have exhausted our complaints procedure and tried to resolve the matter with us before contacting them. If you have, then you must ensure that you take your complaint to The Legal Ombudsman

- Within six months of receiving our final response to your complaint

AND

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint

You can find more information about The Legal Ombudsman here:

[Home | Legal Ombudsman](#)

The firm agrees to adhere with the Legal Ombudsman's procedures and timescales in relation to any complaints referred to it

What To Do If You Are Unhappy with Our Behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money, or treating you unfairly because of a disability or other characteristic. You can visit their website to see how they might be able to assist:

<https://www.sra.org.uk/>