

CLIENT COMPLAINTS POLICY

We are committed at Godwins Solicitors LLP to providing a high quality legal service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to our invoices, we need you to tell us.

How do I make a complaint?

In the first instance, you should try to resolve the matter with the fee earner who has been working on your file. If the matter is not resolved to your satisfaction, you should then contact our Complaints Handling Officer (by letter, fax or email) or by speaking with him. At present, our Complaints Handling Officer is Mr Rupert Morton-Curtis. If your complaint relates to work undertaken on your file by the Complaints Handling Officer himself, you should contact another Officer namely, Mr Andrew Neal.

To help us to understand your complaint and so that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint
- your file reference number (if you have it)

If you require any help in making your complaint we will try to help you.

How will you deal with my complaint?

Once you have contacted the Complaints Handling Officer (or Mr Andrew Neal as appropriate), we will record your complaint centrally.

We will aim to write to you within five working days acknowledging your complaint, enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- reviewing your complaint
- reviewing your file(s) and any other relevant documents
- speaking with the person who dealt with your matter

We may also need to ask you for further information and/or documents. If so, we will ask you to provide the information and/or documents within a specific period of time.

We will update you on the progress of reviewing your complaint at appropriate times.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

We will write to you at the end of our review to tell you what we have done and what we propose to do to resolve your complaint (or if it is considered that your complaint is not justified, we will inform you of that). We will aim to do this within 30 working days of the date of our letter of acknowledgement.

What if I am not satisfied with the outcome?

If you are unhappy with the outcome of our formal complaints handling procedure please let us know.

If you wish to pursue the complaint further, you can ask the Legal Ombudsman to look into your complaint if you are a “Qualifying Complainant”. You can contact the Legal Ombudsman:

- by post at PO Box 6806, Wolverhampton, WV1 9WJ
- by telephone: 0300 555 0333
- by email: enquiries@legalombudsman.org.uk

Further details are also available on the website: www.legalombudsman.org.uk.

What will it cost?

We will not charge you for handling your complaint.

Please note that if we have issued an invoice for work undertaken on your file and all or some of the invoice is not paid, we may be entitled to charge interest on the amount outstanding (i.e. under our Terms of Business).

The Legal Ombudsman service is free of charge.