

COMPLAINTS PROCEDURE

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem. We deal with any complaints promptly, fairly, and free of charge.

Our complaints procedure

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues at this stage. If you remain unsatisfied, please contact Rachael Gent, a Director of the firm. Making a complaint will not affect how we handle your case.

What will happen next?

1. We will send you a letter acknowledging your complaint, where necessary asking you to confirm or explain the details. You can expect to receive our letter within 3 working days of receiving your complaint.
2. We will open a file for your complaint and record it in our central register. We will do this within 2 working days of receiving your
3. Ms Gent will then investigate your complaint, which will normally involve examining your file and (if she did not act for you personally) speaking with the person in the firm who acted for you. She will do this within 10 working days.
4. If you would like to have a meeting to discuss and hopefully resolve your complaint, we will arrange this within 3 working days of your request. Within 2 working days of the meeting Ms Gent will write to you to confirm what took place and any solutions she has agreed with
5. If you do not want a meeting, or if it is not possible for any reason, Ms Gent will send you a detailed response to your complaint, including suggestions for resolving the matter.



6. If you are not satisfied with the Firm's decision at the conclusion of the complaints procedure:

6.1 you may refer the matter to the Legal Ombudsman. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint, and
- One year from the date of the act or omission being complained about
- One year from the date when the complainant should have realised that there was cause for complaint

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

6.2 we will write to you with details of an alternative dispute resolution approved body which would be competent to deal with the complaint, and we will advise you whether we agree to use the scheme operated by that body.

7. The Solicitors Regulation Authority can also help you 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 your age, a disability or other characteristic. You can raise your concerns with the [Solicitors Regulation Authority](#).



Gent Law Limited

01782 486700
hello@gentlaw.co.uk
www.gentlaw.co.uk

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