



Complaints Procedure

One of our key values is to deliver excellent client experience.

We do, however, accept that there may be times when things do not go as planned and you feel dissatisfied with the service we have provided. When this happens, we want to hear about it so we can explain things and hopefully put them right.

As part of this commitment, we take every individual complaint seriously and endeavour to handle them in a timely, fair and consistent manner.

How to make a complaint?

- To make a complaint, please put the issue in writing to the lawyer concerned. Your complaint will be acknowledged within two days and the lawyer will inform the Client Care Partner immediately. We will then aim to resolve your complaint within eight weeks from receipt of your letter of complaint.
- If the lawyer cannot resolve the complaint to your satisfaction, it will be referred to the lawyer's Team Leader. If the Team Leader is unable to resolve your complaint then it will be referred to the Client Care Partner who will contact you with a view to trying to resolve the complaint.
- If your complaint cannot be resolved by correspondence, you may be invited to a meeting or a video call with the Client Care Partner. After full consideration of your complaint, the Client Care Partner will write to you with a decision or a proposal for the resolution of your complaint.
- If your complaint is about the Client Care Partner it will be referred to the Managing Partner for resolution.
- We will communicate with you in the most convenient way for you.
- We will not make any charge for handling your complaint.

If you are not satisfied with our final response, you may have the right to complain to the Legal Ombudsman. Ordinarily you are unable to use the Legal Ombudsman unless you have first used our internal complaints process. You can use the Legal Ombudsman if:

- The Complaint has not been resolved to your satisfaction within 8 weeks of it having been made.
- The Ombudsman considers there are exceptional reasons to consider the complaint sooner or without being made to Gardner Leader.

Complaints Procedure



Gardner
Leader

- Where an Ombudsman considers that in-house resolution is not possible due to an irretrievable breakdown in the relationship between us.

The time limits for a complaint to the Legal Ombudsman are:

One year from the date of the event/omission being complained about, or

One year from when you should reasonably have known there was cause for complaint.

Any complaint to the Legal Ombudsman should be made within six months of our final written response to the complaint.

How to make a complaint about a barrister?

If we have instructed a barrister on your behalf, you may have a right to complain about the service provided by that barrister. If you wish to make such a complaint, please inform the lawyer advising you and we will provide you with the necessary complaint process information. You may also be entitled to make a complaint about a barrister directly to the Legal Ombudsman.

Client Care Partner:

Simon Fisher

s.fisher@gardner-leader.co.uk

First Floor, 7 Frascati Way, Maidenhead, SL6 4UY

01628 671636

Managing Partner:

Derek Rodgers

d.rodgers@gardner-leader.co.uk

20-24, Market Place, Newbury, RG14 5BA

01635 508080

Legal Ombudsman:

PO Box 6167, Slough, SL1 0EH

www.legalombudsman.org.uk

enquiries@legalombudsman.org.uk

0300 555 0333

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 your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.