



## **CLIENT COMPLAINT PROCEDURE**

Gibson Young are committed in providing a friendly, personal but thorough service to our clients. We endeavour and keep the best interests of clients at heart within the demands of ethical considerations, and the Law Society's Professional Guidelines. However, we understand from time to time clients will not be satisfied with the services provided and we ask that they follow our 'Client Complaint Procedure.

This will help us to maintain and improve our standards and we will make every effort to rectify the issue as quickly as possible.

If you have a complaint, please follow the procedure below:

### **Stage 1**

In the first instance, please raise any dissatisfaction or complaint with the person dealing with your matter.

### **Stage 2**

If you are unable to resolve any issues between ourselves at Stage 1, please contact the Managing Partner who will send you a letter acknowledging receipt of your complaint within three working days enclosing a copy of this procedure.

You can contact the Managing Partner by letter or email. The details are as follows:

Miss Lucie Young (Managing Partner)  
Gibson Young Solicitors LLP  
1 & 2 Crescent Stables  
139 Upper Richmond Road  
London  
SW15 2TN

Email: [lcy@gibsonyoungsolicitors.com](mailto:lcy@gibsonyoungsolicitors.com)  
Telephone: 020 7924 2919

The Managing Partner will then investigate your complaint by reviewing your file and by speaking to the person dealing with your file. If appropriate, the complaints handler will invite you to a meeting to discuss and hopefully resolve your complaint.

Within three working days of the meeting, the complaints handler will write to you to confirm the outcome of the meeting and any solutions which has been agreed with you. If you do not want a meeting or it is not possible, the complaints handler will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent partner in the firm who has not been involved in your complaint to review the

matter. We will then write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

### **Stage 3**

If at the end of Stage 2 you are still not satisfied you have a right to contact the Legal Ombudsman, an independent complaints body which was established under the Legal Services Act 2007 and that deals with legal services complaints.

However, if at the end of Stage 2 you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us. The Legal Ombudsman expects complaints to be made to them within six years of the date of the act or omission about which you are concerned or within three years of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

However, please note that from 1<sup>st</sup> April 2023 these time limits are changing. From the 1<sup>st</sup> April 2023 the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

The contact details for the Legal Ombudsman are as follows:

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Telephone: 0300 555 0333  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

### **Alternative Complaints Bodies**

Alternative complaints bodies such as Ombudsman Services (<https://www.ombudsman-services.org/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We agree to use this scheme.

If we need to change any of the timescales above, we will let you know and explain why.