

## **Goodman Ray Complaints Handling Procedure – Clients**

### **Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. If something goes wrong, we would like to know. This will help us to improve our standards.

### **Our complaints procedure**

If you have a complaint, please contact us in writing particularising your complaint.

### **What will happen next?**

1. We will send you an email acknowledging receipt of your complaint within 2 working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our complaints partners, Trudi Featherstone or Thomas Brownrigg, who will review your complaint and speak to the member of staff who dealt with your case
3. Trudi Featherstone/Thomas Brownrigg will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 8 weeks of sending you the acknowledgement letter. Trudi/Thomas will consider any response that you send and send a follow up if appropriate.
4. If you are not satisfied, you should contact us again and we will arrange for another partner to review the decision.
5. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining the reasons for our decision.
6. If you are still not satisfied with the matter you can then contact The Legal Ombudsman about your complaint:

The Legal Ombudsman  
PO Box 6167  
Slough SL1 0EH  
<https://www.legalombudsman.org.uk/contact-us/>

A complaint to the Legal Ombudsman must be made within 6 months of the outcome of any investigation made by this firm of your complaint to the firm. In addition, you should note that from 1 April 2023 you need to refer your complaint to the Legal Ombudsman within one year of the problem you are complaining about happening, or if the problem occurred more

than one year ago, you need to bring your complaint to the Ombudsman within one year of you becoming aware of the problem.

For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

There may be circumstances when the procedure and timeframe set out above cannot be met. If this is the case, we will let you know why and either allocate the investigation of your complaint to another partner, or with your agreement extend the time limits.

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