

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 we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman.
7. 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:
 - No more than one year from the date of the act or omission being complained about;
or

- No more than one year from the date when you should have realised that there was cause for complaint;

and

- Within six months of receiving a final response to your complaint.

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

Visit	www.legalombudsman.org.uk
Call	0300 555 0333 between 10am to 4pm.
Relay UK	18001 0300 555 0333
Email	enquiries@legalombudsman.org.uk
Address	Legal Ombudsman PO BOX 6167 Slough SL1 0EH

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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