

Complaint Policy and Procedures

Our Complaints Policy

gunnercooke llp is committed to providing a high-quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please feel free to discuss it with the person handling your matter directly. If you feel unable to do so, or if this has not resolved your complaint, then please contact our Designated Complaints Handler, Paul Meredith at:

gunnercooke llp
53 King Street
Manchester
M2 4LQ

If you are a client and we have made a contract with you by electronic means, you may be entitled to use an EU online dispute resolution service to assist with any contractual dispute you may have with us. This service can be found at <http://ec.europa.eu/odr>. Our email address is info@gunnercooke.com.

What will happen next?

1. We will send you a letter acknowledging your complaint. We may need to ask you to confirm or explain the details of your complaint to us. We will give you the name of the person who will be dealing with your complaint. We will send this letter of acknowledgement to you within three working days of receiving your complaint.
2. Your complaint will be recorded in our central register and a file opened for your complaint, usually on the day that we receive it.
3. We will then start to investigate your complaint. The lawyer who acted for you may be asked for their comments and we may also need to speak with other people who may have a bearing on the matter. Your file(s) and any other documentation relevant to your complaint will also be reviewed. We may need some time to do this (for example if people to whom we need to speak are on leave) and we will try to give you an estimate of the time this will take if it is longer than ten working days. We will need to consider the papers and any response from our member of staff.
4. At the end of this time, if it seems appropriate, we may suggest a meeting to discuss and hopefully resolve your complaint. Alternatively, we may telephone you to discuss the matter with you.
5. If there is a meeting or telephone discussion, we will write a letter to you within five working days of it confirming what was agreed.

1 Cornhill, London EC3V 3ND Tel: 03330 143 401 web: www.gunnercooke.com

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6. If you would prefer not to meet, or if it is not possible, we will write to you with a detailed reply to your complaint, setting out our views on the situation and any redress that we would feel to be appropriate. This letter will usually be sent to you within ten working days of receipt of your complaint.
7. If you remain dissatisfied at that stage, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 working days. This will happen in one of the following ways:
 - a) The Designated Complaints Handler may review his own decision.
 - b) Another Partner may be asked to review your complaint, or:
8. We will let you know the result of the review within five working days of the end of that review. We will then write to you confirming our final position on your complaint and explaining our reasons.
9. If you are still not satisfied following receipt of our final decision, you are free to contact the Legal Ombudsman, whose contact details are PO Box 6806, Wolverhampton WV1 9WJ; email: enquiries@legalombudsman.org.uk; and telephone: 0300 555 0333). We very much hope however that this will not be necessary.
10. Alternative complaints resolution bodies (such as ProMediate - www.promediate.co.uk) exist which are competent to deal with complaints about legal services should both you and our firm wish and agree to use such a scheme.