

## COMPLAINTS HANDLING POLICY

gunnercooke llp is committed to providing an excellent level of service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to maintain our high levels of client care.

If you have a complaint, you should in the first instance discuss it with the person handling your matter directly. If you feel unable to do so, or if this does not resolve your complaint, then please contact Paul Meredith, who is our designated complaints handler. His email address is [compliance@gunnercooke.com](mailto:compliance@gunnercooke.com)

Alternatively, you can write to him 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>.

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

1. Your complaint will be recorded in our central register and a file will be opened, usually on the day that we receive the complaint.
2. We will send you a letter acknowledging your complaint within three working days of receiving your complaint. We will at that stage provide you with the name of the person who will be dealing with your complaint.
3. We will then begin to investigate your complaint. We may need to ask you to provide us with further information so that we fully understand the nature of your complaint. Your file(s) and any other documentation relevant to your complaint will be reviewed. In addition, the lawyer who acted for you may be asked for their comments in relation to your complaint and we may also need to speak with other people who may have a bearing on the matter. We may need some time to complete this work (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.
4. Once we have reviewed the matter fully and taken the above steps, we will write to you with our detailed response to your complaint, setting out our views on the situation and also setting out any redress that we believe to be appropriate. This letter will usually be sent to you within ten working days of receipt of your complaint. If we are unlikely to be able to meet that timescale, we will let you know and provide you with a revised timescale.

1 Cornhill, London EC3V 3ND Tel: 03330 143 401 web: [www.gunnercooke.com](http://www.gunnercooke.com)

gunnercooke llp is a limited liability partnership registered in England and Wales with registered number OC355375. It is authorised and regulated by the Solicitors Regulation Authority ID 546420. A list of the members of the llp is displayed at the registered office: 1 Cornhill, London EC3V 3ND, together with a list of those non-members who are designated as partners. Any reference to a partner means a member of the llp or an employee or consultant of equivalent standing and qualifications.

5. In some cases, where it seems appropriate, we may suggest a meeting with you to discuss and hopefully resolve your complaint. Alternatively, we may telephone you to discuss the matter with you. If there is a meeting or telephone discussion, we will write a letter to you within five working days of it confirming the outcome.
6. If you remain dissatisfied after we have provided our initial response to your complaint, please let us know. We will then arrange to review our decision. We would generally aim to do this within 10 working days of receiving confirmation from you that you remain dissatisfied. Our review will happen in one of the following ways:
  - a) The complaints handler may review their own decision; or
  - b) Another senior member of our team may be asked to review your complaint
7. 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.
8. If you remain dissatisfied 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](mailto:enquiries@legalombudsman.org.uk); and telephone: 0300 555 0333). We very much hope however that this will not be necessary.
9. Alternative complaints resolution bodies (such as ProMediate - [www.promediate.co.uk](http://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.