

Complaints Procedure

We are committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients.

Therefore we ensure that:

- making a complaint is as easy as possible
- we treat all complaints seriously
- we deal with all complaints promptly and politely
- we learn from complaints and use them to improve our service

How to Make a Complaint

If you are unhappy about any aspects of the service you have received, you are entitled to make a complaint, have it considered, and receive a timely response. To enable us to deal with your complaint effectively, please follow the procedure detailed below.

Step 1: Contacting us

The first step is to talk to a member of staff, ideally this will be the person dealing with your matter as they will be in the best position to help you and put things right quickly. However, if you would prefer to talk to somebody else you can contact their Supervising Partner or Head of Department who will aim to resolve the problem.

Step 2: Taking your complaint further

If you are not satisfied with the response you receive, you can make a formal complaint by writing to or e mailing the Complaints Handling Partner, Kevin Dobson. (If your complaint is regarding Kevin Dobson please contact the firm's Managing Partner, Kevin Basnett).

The Legal Ombudsman (see below for details) can assist you in preparing your complaint but where possible you should pursue your complaint through our procedure before making a further formal complaint to the Legal Ombudsman.

Step 3: What happens next

The Complaints Handling Partner will acknowledge your complaint within three working days; you may be asked to provide more details to ensure your complaint is understood and recorded accurately. If you would feel more comfortable making the complaint verbally, you can make an appointment to meet with the Complaints Handling Partner.

The Complaints Handling Partner will also give you a timescale for writing to you again about your complaint so that you can expect a response. If he is unable to deal with your complaint within that timescale he will contact you again and explain the reasons for the delay.

The Complaints Handling Partner will open a file for your complaint. He is likely to ask the member of staff who acted for you for a reply to your complaint and for the file of papers relating to your matter. He may ask the member of staff for more information and may ask you for more information depending on the response.

Once your complaint has been investigated you will receive a written response which will include suggestions of how we propose to resolve the issues you have raised. If you would like to discuss the matter further you are welcome to meet with the Complaints Handling Partner by booking an appointment.

If you are satisfied with the way in which your complaint has been dealt with we will confirm the position to you. The outcome of the complaint will be recorded on our complaint file and all complaints will be reported to the Partners in the firm and to the relevant Head of Department.

If you are not satisfied with the way in which your complaint has been dealt with, we can arrange for it to be reviewed by the firm's Managing Partner, Kevin Basnett, or another Partner if the complaint relates to Kevin Basnett.

Step 4: How long will it take

The length of time it will take to investigate your complaint will vary depending on the complexity of the issues raised. Complaints are addressed as a matter of priority, and we aim to deal with issues within 28 days. If your complaint is of a more complex nature and is expected to take longer to explore, you will receive an interim report from The Complaints Handling Partner. The Legal Ombudsman (see below) will normally expect you to give us 8 weeks from receipt to deal with the complaint before you then refer the matter on to the Legal Ombudsman.

Step 5: Taking your complaint outside the organisation

If you are not satisfied with the response you receive, or if the matter is not resolved within 8 weeks, you can seek further advice from the Legal Ombudsman, details for which are provided below.

You must refer your complaint to the Legal Ombudsman within six months from receipt of a written response to the complaint from Goughs.

Useful Contacts

Complaints Handling Partner

Kevin Dobson
Goughs Solicitors
Mill House, 1 New Road,
Chippenham,
Wiltshire.
SN15 1EJ

Tel: 01249 444499

Email: kevindobson@goughs.co.uk

Managing Partner

Kevin Basnett
Goughs Solicitors
The Strand,
Calne,
Wiltshire.
SN11 0JU

Tel: 01249 812086

Email: kevinbasnett@goughs.co.uk

Legal Ombudsman

P O Box 15870
Birmingham
B30 9EB

Tel: 0121 245 3050

Email: enquiries@legalombudsman.org.uk