

## 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 the Complaints Handling Partner, Kevin Dobson. (If your complaint is regarding Kevin Dobson please contact the Senior Partner, Nick Davis).

The Legal Complaints Service (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 Complaints Service.

### ***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 they are unable to deal with your complaint within that timescale they 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 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 Senior Partner, Nick Davis, or another Partner if the complaint relates to Nick Davis.

### ***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.

### **Step 5: Taking your complaint outside the organisation**

If you are not satisfied with the response you receive, you can seek further advice from the Legal Complaints Service, details for which are provided below.

## **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

### **Senior Partner**

Nicholas Davis  
Goughs Solicitors  
Ramsbury House, 30 Market Place,  
Devizes,  
Wiltshire.  
SN10 1JG

**Tel:** 01380 726913

**Email:** nickdavis@goughs.co.uk

### **Legal Complaints Service**

Victoria Court, 8 Dormer Place,  
Leamington Spa,  
Warwickshire.  
CV32 5AE

**Tel:** 01926 820082