Complaints Handling Procedure

Garner & Hancock Solicitors Ltd is authorised and regulated by the Solicitors Regulation Authority (SRA), under SRA number 628313. We are committed to providing high-quality legal advice and client care. However, if you are dissatisfied with any aspect of our service, including our fees, we encourage you to tell us so that we can address your concerns promptly, fairly and free of charge.

In the first instance, please raise any concerns with the person handling your matter, as many issues can be resolved quickly and informally.

Who Can Make a Complaint

Our complaints procedure is available to our clients and, where appropriate, to other individuals or organisations entitled to complain about our services. The Legal Ombudsman can provide further information about who is eligible to make a complaint.

Who to Contact

If you wish to make a complaint, please contact our Complaints Handling Representative:

Mr Jakub Kotan
Managing Director
Garner & Hancock Solicitors
8 Church Street
Isleworth
London
TW7 6XB

Email: info@garner-hancock.co.uk

Please provide as much detail as possible about your concerns so that we can investigate the matter fully.

Our Complaints Procedure

We aim to resolve complaints promptly, fairly and free of charge. Our procedure normally involves the following stages.

Step 1 – Making a Complaint

Please tell us about your complaint and provide full details of the problem.

Step 2 – Acknowledgement

We will acknowledge receipt of your complaint within **five working days** of receiving it. In our acknowledgement we will confirm our understanding of your complaint and explain the next steps.

Step 3 – Investigation

Garner & Hancock Solicitors and Adams Delmar are the trading names of Garner & Hancock Solicitors Ltd, a company registered in England and Wales (company number 09442598).

Our Complaints Handling Representative will investigate your complaint. This will involve reviewing the matter file and speaking to the member of staff concerned.

During the investigation we may contact you if we require further information or clarification regarding your concerns.

We aim to complete this investigation within **ten working days** of acknowledging your complaint. If we are unable to complete our investigation within this timeframe, we will inform you and provide an explanation together with a revised timescale.

Once the investigation has been completed, we may invite you to discuss the issues you have raised in order to try to resolve the complaint. This may take place by meeting, video conference or telephone and your preference will be taken into account where possible.

This discussion will normally take place within **ten working days** of the investigation being completed.

Following the meeting or discussion, we will write to you within **five working days** to confirm our discussion and any agreed resolution.

If you do not wish to have a meeting or discussion, we will instead send you a detailed written response, including any proposed solution, within **fifteen working days** of completing the investigation.

Step 4 – Review of the Complaint

If you are not satisfied with our response, you may ask us to review the decision.

A Partner, Director or senior member of staff who has not previously been involved in the matter will review the complaint.

We will write to you within **ten working days** of receiving your request for a review, confirming the firm's final position in relation to the complaint and explaining the reasons for our decision.

We aim to provide our final response within eight weeks of receiving your complaint. If we have not resolved your complaint within that period, you may refer it to the Legal Ombudsman even if our internal review is continuing.

Legal Ombudsman

If we have not resolved your complaint within eight weeks of receiving it, or if you remain dissatisfied with our final response, you may refer your complaint to the Legal Ombudsman, which investigates complaints about legal services.

A complaint to the Legal Ombudsman must usually be made:

within **six months** of receiving our final written response; and

Garner & Hancock Solicitors and Adams Delmar are the trading names of Garner & Hancock Solicitors Ltd, a company registered in England and Wales (company number 09442598).

within **one year** of the act or omission you are complaining about, or from when you should reasonably have known that there were grounds for complaint.

Contact details:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Email: enquiries@legalombudsman.org.uk

Telephone: 0300 555 0333
Website: www.legalombudsman.org.uk

Solicitors Regulation Authority (SRA)

The Solicitors Regulation Authority regulates solicitors in England and Wales.

If you believe a solicitor may have acted dishonestly, or you have concerns about their conduct or integrity, you may report the matter to the SRA.

The SRA does not deal with complaints about poor service. Complaints about service should instead be referred to the Legal Ombudsman.

Further information can be found at:

https://www.sra.org.uk/consumers/problems/report-solicitor

Further Information

If you would like further information about our complaints' procedure, please contact us at:

Email: info@garner-hancock.co.uk

Post:
Practice Manager
Garner & Hancock Solicitors
8 Church Street
Isleworth
London
TW7 6XB

Garner & Hancock Solicitors and Adams Delmar are the trading names of Garner & Hancock Solicitors Ltd, a company registered in England and Wales (company number 09442598).