

Complaints Procedure

We aim to provide the highest possible levels of service to our clients and so take very seriously any expressions of dissatisfaction from our clients. In the event that you are not satisfied with our service, this document explains our procedures for handling complaints to ensure that any concerns are dealt with swiftly in an attempt to reach an amicable and satisfactory solution.

Procedure

Any concerns should be addressed to the person dealing with your matter in the first instance. If you are not satisfied with their proposals, then you should speak to the director responsible for supervising your matter whose details will have been set out in our initial engagement letter.

If at this point we are still unable to resolve your concerns then please set out your complaint in writing to our Compliance Director, Greg Emms:

- Email: gtemms@egl-law.com
- Address: Lancaster House, 67 Newhall Street, Birmingham, B3 1NQ
- Telephone: 0121 314 0000

To assist our investigations, please detail your concerns fully in writing so that we can fully understand the issue and your requirements. The Legal Ombudsman's website (www.legalombudsman.org.uk) provides helpful information and forms to assist you in doing this. You should also keep copies of everything, including any replies you receive from us.

Response Times

Written complaints will be acknowledged within seven days of receipt and the name of the person responsible for handling the complaint will be confirmed.

We will then investigate your complaint and identify proposals for dealing with your concerns. A full response to your complaint will then be sent out to you within 21 days of our initial acknowledgement letter. If that is not possible, an interim response will be given explaining why it is not possible to meet this deadline, when we expect our investigations to be completed and a response finalised.

In some cases it may be helpful to arrange a meeting to discuss your complaint. If this is the case then a meeting will be arranged with you to discuss the complaint and your concerns in detail prior to us providing a full written response.

Unresolved Issues

We have eight weeks to consider your complaint, if, in the unusual event that we are unable to resolve the matter to your satisfaction and/or we have not resolved it to your satisfaction within this timescale, you may take the matter up with the Legal Ombudsman. At the same time as providing our full response and/or at the conclusion of all steps taken to deal with your concerns, we will remind you of this right. Please note that before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

EMMS·GILMORE·LIBERSON

Solicitors

You can obtain more information about complaints, and what the Legal Ombudsman service can do, on their website at: www.legalombudsman.org.uk under the tab 'Helping the Public'. The website also sets out contact details for the Legal Ombudsman, which are as follows:

- Address: PO Box 6806, Wolverhampton, WV1 9WJ
- E-mail: enquiries@legalombudsman.org.uk
- Telephone: 0300 555 0333 (9am to 5pm)

If you wish to involve the Legal Ombudsman, you should do so

- Within six months of receiving a final response to your complaint
- and
- No more than six years from the date of act/omission; or
 - No more than three years from when you should reasonably have known there was cause for complaint.

If your complaint relates to our bill, then you may have the right to have the bill assessed under the Solicitors Act 1974 (Part 3).

Management

All complaints (written or oral) are recorded and logged centrally to enable us to detect recurring problems and trends. In recording such information we will comply with our obligations under the General Data Protection Regulation and the Data Protection Act 2018. As necessary, we will implement corrective action in response to individual complaints and improvement measures to prevent adverse trends and correct recurring problems. In this manner, we aim to constantly improve the service we provide.

Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our conduct or behaviour. You can raise your concerns with the [Solicitors Regulation Authority](#).