

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we are providing to you then you should inform us immediately so that we can do our best to resolve the problem for you.

In the first instance it may be helpful to contact the individual who is working on your case to discuss any concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then please contact Kathryn Taylor, Managing Partner, ideally in writing on [Kathryn.Taylor@gbf.co.uk](mailto:Kathryn.Taylor@gbf.co.uk) You can also access our full complaints procedure here:

[www.gblf.co.uk/assets/files/ComplaintsProcedure.pdf](http://www.gblf.co.uk/assets/files/ComplaintsProcedure.pdf)

### **What happens if I don't agree with your views on the complaint?**

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from conveyancers and solicitors.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- 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 you would like more information about the Legal Ombudsman, please contact them.

### **Contact details:**

- Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- Call 0300 555 0333 between 9am to 5pm.
- Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- By post Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

### **Alternative Dispute Resolution Schemes**

Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

<https://www.promediate.co.uk/>

<https://ombudsman-services.org/>

However, we don't currently agree to use this Alternative Dispute Resolution service in view of the availability of the independent Legal Ombudsman Service established under the Legal Services Act 2007.

### **Contracts entered into Online**

If we are unable to resolve your complaint which relates to a contract entered into online, you may contact the Online Dispute Resolution providers by accessing the following link <http://ec.europa.eu/consumers/odr>