

# Gordons Partnership

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## SOLICITORS

### COMPLAINTS PROCEDURE - clients

- If, at any time, you have a complaint or concern about the way in which your work is being or has been carried out, you should raise this in writing with the fee earner dealing with your work and, if different, with a copy to the partner who has responsibility for your matter (the "Responsible Partner").
- The responsible Partner will investigate your complaint and endeavour to respond to you within 14 days. If the Responsible Partner is unable to resolve your complaint to your satisfaction, then you should raise the matter with James Gordon, the partner in charge of client care.
- James Gordon will provide an initial response within 14 days of becoming involved. If, because of the nature of the complaint or concern, he is unable to fully resolve the matter within this timeframe, he will set out proposals regarding the manner and timeframe in which the matter will be investigated and dealt with.
- If for any reason James Gordon is unable to resolve your complaint, then the Legal Ombudsman provides complaints and redress mechanisms. The Legal Ombudsman can be contacted at Legal Ombudsman, PO Box 6167, Slough SL1 0EH, by telephone on [0300 555 0333](tel:03005550333) or by email to [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). Normally, you will need to bring a complaint to the Legal Ombudsman within:
  - one year from the date of the act or omission being complained about; or
  - one year from the date when the complainant should have realised that there was cause for complaint.
- The Legal Ombudsman has the ability to exercise discretion to extend the 1 year time limit for specific customers if, on the evidence, it was fair and reasonable to do so.
- Note that the Legal Ombudsman generally deals with complaints about the service we have provided to clients. If your complaint is about a solicitor or other employee here generally (for instance, questioning their integrity or honesty), then you may also complain to the Solicitors Regulation Authority. They can be contacted by telephone on [0370 606 2555](tel:03706062555) or by email at [contactcentre@sra.org.uk](mailto:contactcentre@sra.org.uk).

[sols@gordonsols.co.uk](mailto:sols@gordonsols.co.uk) | [www.gordonsols.co.uk](http://www.gordonsols.co.uk)

**London office:**

First Floor  
1 Chancery Lane  
London, WC2A 1LF

Telephone: 0207 421 9421

**Guildford Office:**

Edgeborough House  
Upper Edgeborough Road  
Guildford, Surrey, GU1 2BJ

Telephone: 01483 451900