

Gordons Partnership

SOLICITORS

COMPLAINTS POLICY - Third Parties

If you are a previous, current or prospective client, or a beneficiary of a trust or estate that we represent, you may submit a service complaint using our Complaints Procedure

If you are not a client, former client or prospective client then any person may raise an allegation of misconduct under our complaints procedure. Our complaints officer is presently Mark Studdart.

If you are not satisfied with our response to your complaint, then please note that the Legal Ombudsman generally only deals with complaints about the service we have provided to clients. Therefore, if your complaint as a third party is about a solicitor or other employee at Gordons Partnership (for instance questioning their integrity or honesty) then you may also complain to the Solicitors Regulation Authority who can be contacted via the following:

Telephone – 0370 606 2555

Email – reports@sra.org.uk

Post – SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1