

Gates and Moloney Solicitors

Our Complaints Policy and Procedure

We will listen and deal sympathetically with any complaints against Norton Wagstaffe (West Sussex Ltd) trading as Gates and Moloney Solicitors. We will deal with complaints promptly.

Procedure

If any client has a complaint against Gates and Moloney they can raise this with us by phone call, e-mail, or letter addressed to either Helen Norton or Gabrielle Wagstaffe.

The timescale for dealing with a complaint is as follows:-

1. We will acknowledge receipt of any complaint within twenty one days of receiving it;
2. We will then retrieve the file and ask the client for full details of the complaint, either in writing or by interview/discussion within twenty one days;
3. We will then discuss the matter with the fee earner within fourteen days;
4. We will then respond in writing to the client with the outcome of the above investigation and give our views and conclusions, in writing, in relation to the complaint on behalf of Gates and Moloney. This response will be given in twenty one days.

If the client remains dissatisfied with the outcome of the complaint then they may wish to contact the Legal Ombudsman.

Before accepting a complaint for an investigation the Legal Ombudsman will check 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 the 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 then please contact them:

Contact details:

Visit www.legalombudsman.org.uk

Call 0300 555 0333 between 9am to 5.30pm

Email enquiries@legalombudsman.org.uk

Legal Ombudsman P O Box 6806, Wolverhampton, WV1 9WJ

The client will not be charged any fees for our time spent dealing with their complaint.