



Complaints Handling Procedure

Hereford, Leominster and Hay-on-Wye branches

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we would like you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, please contact us with the details by letter, telephone, fax, email or by coming into the office - whichever is more convenient for you. You may wish to contact the person who is working on your case to discuss your concerns but we recognise that you may not wish to do this. If not, or if you are not satisfied with the response you get from the lawyer dealing with your case, please say so and the next section will apply.

What will happen next?

1. We will send you a letter (or email or fax if appropriate) acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then start the initial investigation of your complaint. This will normally involve passing your complaint to one of our client care partners, Melanie Tree or Jennifer Lewis, who will review your matter file and speak to the member of staff who acted for you.
3. Melanie Tree or Jennifer Lewis will then invite you to a meeting to discuss and hopefully resolve your complaint. They will generally be able to do this within 14 days of sending you the acknowledgement letter. In many cases the meeting enables us to more fully understand your complaint and we then investigate the matter further by reviewing your file once more and again speaking to the member of staff who acted for you. Within seven days of the meeting, Melanie Tree or Jennifer Lewis will write to you to confirm what took place and any solutions they may have agreed with you or are proposing. If you prefer a telephone discussion rather than a meeting, please let us know. We are happy to communicate with you by any reasonable means.
4. If you do not want a meeting or it is not possible, Melanie Tree or Jennifer Lewis will send you a detailed written reply to your complaint, including their



suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.

5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information, you should contact the Legal Ombudsman www.legalombudsman.org.uk – telephone 0300 555 0333 or email enquires@legalombudsman.org.uk. You may find it helpful to read their Complaints Acceptance Policy. Please note they will not normally investigate a complaint until we have had an opportunity to consider your complaint with you. If your complaint is about our bill you may also have the right to object to the bill by applying to the Court for an assessment of the bill under Part III of the Solicitor Act 1974 but if you do apply to the Court, the Legal Ombudsman may not deal with your complaint about our bill.

If we have to change any of the timescales above, we will let you know and explain why.

Contact Us

Hereford Office

14 Broad Street
Hereford
HR4 9AP

T: 01432 353481

E: hereford@gabbs.biz

Leominster Office

26a Broad Street
Leominster
Herefordshire
HR6 8BS

T: 01568 616333

E: leominster@gabbs.biz

Hay-on-Wye Office

1-2 Chancery Lane
Hay-on-Wye
Hereford
HR3 5DJ

T: 01497 820312

E: hay@gabbs.biz

www.gabbs.biz

Company registered in England and Wales: Company Number 8920546. Authorised and regulated by the Solicitors Regulation Authority Number: SRA Number 613457. Gabbs Solicitors is a trading name of Gabbs Solicitors Limited.

