

Madge Lloyd & Gibson Complaints Handling Procedure

This is information for clients who have any concerns over the quality of service they have received from us or other concerns.

Our Client Care Policy

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

Our Complaints Procedure

If you have a complaint about the quality of service you have received or any other concerns about us please contact the fee-earner responsible for your matter initially with details (whether by post or email). We hope that the fee-earner will be able to deal with such complaints to your satisfaction.

If you are not satisfied with how the fee earner deals with your initial complaint, please submit it by post or email to our complaints Partner, Andrew Bishop (akb@madgelloyd.com).

What will happen next

1. Your complaint will be acknowledged within 5 working days of us receiving it and we will send you a copy of this procedure.
2. The Complaints Partner will then investigate your complaint by reviewing the matter, your file and speaking with the fee earner who is acting or acted on your behalf.
3. Within 21 days of sending you the acknowledgement of your complaint, you will be contacted either by phone or with an invitation to meet to discuss your complaint.
4. Within 3 days of our discussion with you, we will write to you confirming the contents of the discussion and any agreement which we have reached with you.

Newent Office - 22/24 Church Street, Newent, Gloucestershire, GL18 1PP - (01531) 820088
www.madgelloyd.com

Partners:
Andrew Bishop, LL.B. (Hons.)
Eleanor Taylor B.A.



5. If a meeting or a telephone discussion is not possible, within 21 days we will send you a written reply to your complaint including suggestions as to how it may be resolved.
6. If you are still not satisfied you can request a further review. We will invite you to contact us again for further discussions and we may also refer it to another Partner for review.
7. Within 14 days of your request for a further review, we will communicate with you providing confirmation of our final decision and explaining the reasons.
8. If we are not able to comply with the timescales above, we will let you know and explain why.
9. If you are still not satisfied, and your complaint relates to the service you have received, work your Solicitor has undertaken for you or your bill then you can then contact the Legal Ombudsman about the complaint. Any complaint to the Legal Ombudsman must be made within a reasonable time of you being informed of our final decision. The Legal Ombudsman has a Complaints Acceptance Policy which sets out timeframes in which they would expect you to raise any complaints with them. The Legal Ombudsman can be contacted on 0300 555 0333, enquiries@legalombudsman.org.uk or via its website www.legalombudsman.org.uk.

If your complaint relates to misconduct, losing your money, the firm closing down or a breach of the rules then your complaint should be made to the Solicitors Regulation Authority who can be contacted by telephone on 0307 606 2555 or via its website <https://www.sra.org.uk/consumers/problems>