

Gorvett & Bailey

Client Complaints Policy

We are committed to providing a high quality legal service to all our clients. However, we recognise that occasionally things go wrong and you may feel dissatisfied. When this happens we need you to tell us about it. This will help us improve our standards and to allow us the opportunity to restore your confidence in us.

If a situation occurs where you are dissatisfied please contact us as follows:

First Stage

- 1 Please contact the fee earner with day to day conduct of your matter to discuss your complaint by telephone, 01727 621103. The fee earner will consider your complaint and revert to you within 48 hours.
- 2 If your complaint is not resolved to your satisfaction at that stage, you can escalate your complaint to the second stage.

Second Stage

- 3 Please write either by email or letter to the business at 1 Bellchambers Close, St Albans, Herts AL2 1NP.
- 4 The fee earner will consider your complaint and will contact you within two days of receiving your letter or email to discuss resolution of the complaint; this might be by telephone or in writing.
- 5 If it is not possible to resolve your complaint to your satisfaction at that stage you may ask that your concerns be escalated to the third stage.

Third Stage

- 6 If you ask for your complaint to be escalated to the third stage, details will then be passed to the Risk & Compliance Officer, Maxine Gorvett or the Approved Manager, Anna Bailey. Within two days of your request we will send you a letter acknowledging your complaint and providing details of the person who will be investigating the matter. This individual will not be the person with day-to-day conduct of the matter leading up to the complaint but may have knowledge of the claim. This letter will also set out the timescale not exceeding a maximum of three weeks within which we expect to complete our investigation and provide you with a substantive response.

- 7 You may be contacted during the course of the investigation to clarify any aspect of your complaint or to seek additional information which may assist in fully understanding your concerns. If for any reason it becomes clear that it will not be possible to conclude the investigation within the timescale originally advised, you will be contacted in advance of this deadline with a proposed new date and an explanation of why the additional time is required.
- 8 Finally, you will receive a written response to your complaint. This will explain whether your complaint has been upheld whether in whole or in part and the reasons for the decision based on the evidence available. Where your complaint is upheld we will set out our suggestions for resolving the issues involved. This may include one or more of the following options:
 - An apology from the firm;
 - An explanation of what went wrong and a strategy for resolution;
 - A reduction, cancellation or waiver of fees;
 - A payment of compensation.

Final Stage

- 9 At this point if you remain dissatisfied you have the right to refer your complaint to the Legal Ombudsman or CILEx Regulation, our regulatory body.

The Legal Ombudsman is an independent body that helps resolve disputes between consumers and legal services providers. You can find out about the Legal Ombudsman's work, its complaints data and points to consider when choosing a legal provider [here](#).

- 10 A complaint to the Legal Ombudsman should be made within 6 months of your last contact with this firm about your complaint and should include the following information:
 - The name and address of the lawyer
 - The date you told the lawyer about your complaint
 - Details of the response you received.

The relevant contact details are:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Further guidance can be found at www.legalombudsman.org.uk

- 11 We are committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you receive, please raise your concerns with the person with day-to-day conduct of your case. If you are not entirely happy with their response you can contact the Compliance Manager at the firm's address. We have a written procedure that sets out how we handle complaints that is available on request. We have two weeks to consider your complaint although we aim to deal with it as quickly as possible. The Legal Ombudsman scheme rules give our firm 8 weeks within which to deal with your complaint. We must send you a final written response within that time. After the expiry of the 8 week period, or upon receipt of our final written response, whichever is the earlier, you may complain to the Legal Ombudsman or, if you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman to consider the complaint.
12. The Legal Ombudsman investigates complaints about service issues with lawyers. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.
13. The Legal Ombudsman's contact details are: PO Box 6167, SLough SL1 0EH. Tel No. 0300 555 0333 open from 08.30am to 5.30pm. You can also email at: enquiries@legalombudsman.org.uk or view the website at: www.legalombudsman.org.uk
14. The Legal Ombudsman deals with complaints by consumers and very small businesses. This means some clients may not have the right to complain to the Legal Ombudsman, eg charities or clubs with an annual income of more than £1 million, trustees of trusts with asset value of more than £1 million and most businesses (unless they are defined as micro-enterprises). This does not prevent you from making a complaint directly to us about the service you have received or about the bill.

15. The Legal Ombudsman publishes data on the decisions it has made in respect of its investigation of law firms. This data covers the latest available set of twelve-months and can be found here: [Ombudsman decision data | Legal Ombudsman](#)

16. CILEx Regulation will investigate free of charge, any allegations of misconduct made against members of CILEx or firms that it regulates. Complaints of this type must be made within 12 months of the event that gave rise to the complaint or within 12 months of the complainant having knowledge of the events, whichever is the greater. You can contact CILEx Regulation at Room 301, Endeavour House, Wrest Park, Silsoe, Bedfordshire MK45 4HS. Telephone 01234 845770. E mail info@cilexregulation.org.uk. Please see their website for more information: www.cilexregulation.org.uk

Dated. January 2026