

MGC Solicitors is committed to providing a high quality legal service to all our clients. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

Our complaints handling procedure

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can follow our full complaints procedure. Making a complaint will not affect how we handle your case.

Full complaints procedure – what will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five working days of your raising your concerns, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of our directors, who will review your matter file.
3. We will then invite you to a meeting to discuss and, it is hoped, resolve your complaint within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible or appropriate in your case, the person dealing with your complaint will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.
7. 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.

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

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. The Legal Ombudsman investigates complaints about service issues with lawyers and they will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a 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.

If you would like more information about the Legal Ombudsman, please contact them.

Legal Ombudsman contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6167, Slough, SL1 0EH

What to do if you are unhappy with our conduct

The Solicitors Regulation Authority can help if you are concerned about our conduct.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).