

## Our Complaints Procedures

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

Whenever possible, please raise any initial complaints with the person acting on your case; to give them the opportunity of resolving matters with you. Should this not resolve the issue then we kindly ask you to take the following steps, by contacting our complaints handler Mr Chris Georgiou as follows:

By post to: CG Law, 12 Hay Hill, Mayfair, London, W1J 8NR  
Telephone: 0207 193 5316  
Email: [info@cglaw.co.uk](mailto:info@cglaw.co.uk)

1. Our complaints handler will acknowledge receipt of your complaint within three days of receiving it.
2. They will then review your concerns and hopefully resolve your complaint within 14 days.
3. Within 21 days, you will receive a reply to your complaint and details including the suggestions for resolving the matter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent person to review our decision.
5. 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.
6. If you are still not satisfied, you can then ask the Legal Ombudsman to consider the complaint who can be contacted as follows:

Address: PO Box 6806, Wolverhampton WV1 9WJ  
Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Any complaint to the Legal Ombudsman must normally be made within the following timescales:

- Six years from the date of the act or omission about which the client is complaining occurred, or
- Three years from the date the client should reasonably have known there were grounds for complaint (if the act/omission took place before 6<sup>th</sup> October 2010 or was more than six years ago), and
- Within six months of receiving a final written response from the firm about the complaint.

In relation to a) and b) the act/omission, or when the complainant should reasonably have known there was cause for complaint, must have been after 5<sup>th</sup> October 2010.

If your complaint is in relation to our behaviour or conduct, we kindly ask you to follow steps 1 to 5 within this procedure, and if you are still not satisfied then you can contact the Solicitors Regulation Authority (SRA) where they provide information about how to raise a complaint:

[www.sra.org.uk/consumers/problems/report-solicitor/](http://www.sra.org.uk/consumers/problems/report-solicitor/).

We would hope that we can resolve matters between ourselves, and this does not become necessary. If we have to change any of the above timescales, we will let you know and explain why.