

Complaints

1. This firm is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received, please contact Amanda Goodman, who is a Director at this firm on 01822 615510 or by email to afg@goodmanking.co.uk or by post to our head office. We have a procedure in place which details how we handle complaints which is available on request.
2. We have eight weeks to consider your complaint. If we have not addressed it within this time, you may complain to the Legal Ombudsman.
3. If you are not satisfied with our handling of your complaint, you can ask the Legal Ombudsman to consider the complaint. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).
4. As well as your right to complain about any of our bills under our complaints procedure, you can also apply for the bill to be assessed by the court under Part III of the Solicitors Act 1974, in which case the Legal Ombudsman may not consider your complaint.
5. You should be aware that, when your complaint relates to a bill, the Legal Ombudsman will not consider your complaint while your bill is being assessed by a court.
6. A complainant to the Legal Ombudsman must be one of the following:
 - a) An individual;
 - b) A micro-enterprise as defined in European Recommendation 2003/361/EC of 6 May 2003 (broadly, an enterprise with fewer than 10 staff and turnover or balance sheet value not exceeding €2 million);
 - c) A charity with an annual income less than £1 million;
 - d) A club, association or society with an annual income less than £1 million; or
 - e) A trustee of a trust with a net asset value less than £1 million; or a personal representative or the residuary beneficiaries of an estate where a person with a complaint died before referring it to the Legal Ombudsman.
7. Legal Ombudsman Contact Details:
 - a) Address: PO Box 6806, Wolverhampton WV1 9WJ
 - b) Telephone: 0300 5550333.
 - c) Email: enquiries@legalombudsman.org.uk
 - d) Website: www.legalombudsman.org.uk
 - e) The firm is committed to ensuring that all Partners, Directors, Members, Consultants and Employees give their full co-operation to the Legal Ombudsman in the event of any dispute or complain against the firm.
8. In addition to the Legal Ombudsman, the SRA can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. However, the SRA are not able to deal with issues of poor service.

9. Solicitors Regulation Authority Contact Details:

- a) Address: The Cube, 199 Wharfside Street, Birmingham B1 1RN.
- b) Telephone: 0370 606 2555.
- c) Email: report@sra.org.uk
- d) Website: www.sra.org.uk

10. Alternative Dispute Resolution (ADR)

Alternative complaints bodies such as ProMediate (<http://www.promediate.co.uk>) and Small Claims Mediation (scmreferrals@hmcts.gsi.gov.uk / 0300 123 4593) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.