

## COMPLAINTS HANDLING PROCEDURE PRIVATE CLIENT DEPARTMENT

### Our complaints policy

Cuff & Gough LLP 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 concern or a complaint, please contact us as soon as you are aware of the problem so this can be addressed.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of our receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Head of Department, Jeremy Cuff, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Cuff will then invite you to a meeting to discuss and, it is hoped, resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mr Cuff will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Mr Cuff will send you a 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.
8. If you are still not satisfied, you can then contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH about your complaint. Before accepting a complaint for investigation though, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman no later than:
  - One year from the date of the act or omission being complained about; or
  - Within one year of you realising there was a concern about our service.

You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman has provided further information on its website:  
<http://www.legalombudsman.org.uk>

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

**What to do if you are unhappy with our behaviour**

10. The Solicitors Regulation Authority can help 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.

Visit their [website](#) to see how you can raise your concerns with the Solicitors Regulation Authority.