

Girlings' Client Care Policy

We are committed to providing a high-quality legal service to all our clients. If you are not happy with the way in which your matter is being handled, we would wish to know at once so that we can immediately improve our service to you. Likewise, if you are pleased with our service please tell us and your friends and business contacts. All such feedback will help us to monitor and improve our service to all our clients.

Our Complaints Procedure

If you feel that we are not providing the level of service we should, please immediately tell the member of staff conducting your matter or the supervising Partner so that they have the opportunity to improve their handling of it for you.

If you are not confident that the person handling your matter can or will adequately address your concerns or has failed to do so and you would like the service you have received more formally investigated, please write to our Compliance and Risk Officer at Girlings 16 Rose Lane Canterbury CT1 2UR. Our Compliance and Risk Officer will record your complaint in a central register and will be responsible for seeing that it is dealt with promptly. He or she will regularly check on progress if its detailed investigation is delegated to others.

Our Compliance and Risk Officer will acknowledge your initial letter of complaint within five working days of its receipt and will inform you of the name and contact details of the person from whom you should expect to receive a detailed response.

That person will contact you within a further seven days, either with a response to your complaint or with a time estimate within which a considered response will be provided.

If you are not then satisfied with the response received, it will be open to you to request that the reply to your complaint be considered by a senior partner within Girlings. The further consideration of your complaint will state our final position in relation to your complaint.

Should you then wish to take the matter further, you will have the option of referring your concerns to the Legal Ombudsman (Address - PO Box 6806, Wolverhampton WV1 9WJ; Telephone number - 0300 555 0333; www.legalombudsman.org.uk) who will explain to you their own procedures and timescales for considering your grievances. If you wish to complain to the Legal Ombudsman, generally you should do so within six months of the conclusion of this firm's determination of your complaint. In any event, the complaint must be made within six years from the date of the act/omission, or three years from when the complainant should have known about the complaint.

If you would like any further information on this procedure, please feel free to contact our Compliance and Risk Officer.