



CG Professional Limited – Complaints Policy

What to do if you are not happy with the service we have provided?

We are committed to providing the highest professional standards; a high-quality legal service and to dealing with all our clients fairly. 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.

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 at that stage.

What to do if we cannot resolve your complaint informally?

- If we have been unable to informally resolve your complaint to your satisfaction, the next stage is to make a formal complaint. Please contact our Managing Partner and Compliance Officer for Legal Practice, Louise Myers and explain the reasons for your dissatisfaction with the service you have been provided. Please note, we will not charge you for dealing with your complaint. Making a complaint will not affect how we handle your case.

What happens next?

- We will acknowledge your complaint within five working days of it being received.
- Once we have received all the relevant information, we will undertake a full review of your file and discuss your complaint with the acting solicitor and/or partner.
- We will aim to provide you with a final response to your complaint within 6 – 8 weeks of receipt.
- If you are concerned about our behaviour, the SRA can help. You can raise your concerns with them at www.sra.org.uk/consumers/problems/report-solicitor/

What information do you need to provide to us?

When making a formal complaint against us, it would be helpful if you would provide the following information:

- Matter reference number
- Details of your complaint
- The name of the person who has been handling your matter
- Copies of any documents that you believe are relevant

We will acknowledge your complaint within 2 working days of it being received.

What do I do if I'm not satisfied with the final response?

If you are not satisfied with our final response, you can contact us with any additional information which you think may be helpful to our investigation, and we will undertake a further review.

We will aim to provide a response to this within 14 days of receipt. If we are unable to reach a satisfactory conclusion, we will write to you again and confirm our firm's final position.

If we are unable to resolve your complaint, then you may be entitled to have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

Before accepting a complaint for investigation, the Legal Ombudsman will check you have tried to resolve your complaint with us first.



The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one 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.

The Legal Ombudsman can be contacted by the following means:

Website: www.legalombudsman.org.uk

Phone: 0300 5550 333 (9am to 5pm)

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

In addition to directing a complaint to the Legal Ombudsman you will be able to refer your dispute for Alternative Dispute Resolution. There are three institutions available to deal with disputes in the legal services sector, namely the Ombudsman Services, ProMediate and Small Claims Mediation. If required, we will provide contact details for those mediation services.