

## Complaints Procedure

Galloway Hughes is committed to providing the highest quality of service to our clients.

We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, we need you to tell us. This will help us to improve our standards of service.

The steps set out below are a general guide. The precise procedure will depend upon the nature of the complaint, and the particular needs of any client concerned.

1. If you have a complaint, please contact the person nominated to deal with such matters named in the Engagement Letter sent to you at the outset of your matter.
2. The complaint handler will try to write to you within 7 days of receipt of the complaint, acknowledging receipt and setting out a proposed timetable for dealing with it.
3. The complaint handler will undertake a detailed review and investigation into the complaint. We will try to complete this within 4 weeks of the date of the complaint handler's first communication with you.
4. The complaint handler will provide their findings in respect of the complaint to you. This may be in a telephone call or in a meeting and then confirmed in writing, or wholly confirmed in writing. Where appropriate, if a complaint is upheld, we will offer to resolve the matter by making redress.
5. If you are not happy with the outcome of the complaint you may ask us to review the decision. You should set out your concerns in writing to Anna Marie Short, who will undertake (or arrange for another partner to undertake), a further investigation as is appropriate. Her postal address is Galloway Hughes Solicitors, Aissela, 46 High Street, Esher KT10 9QY and her email address is [annamarie@gallowayhughes.co.uk](mailto:annamarie@gallowayhughes.co.uk).
6. We will try to make a final finding within 8 weeks of the initial complaint to the firm, wherever possible, subject to prompt receipt from you of any further information sought throughout the process.
7. If the matter is still not resolved at the conclusion of our complaints process, you may be entitled to ask the Legal Ombudsman of England and Wales ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)) to investigate your complaint. You can contact the Legal Ombudsman by phone (0300 555 0333), by email ([enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)) or by writing to:

Legal Ombudsman PO  
Box 6806  
Wolverhampton  
WV1 9WJ

The Legal Ombudsman service applies primarily to complaints relating to legal practitioners regulated in England and Wales and is open to all individuals and certain small businesses, charities, clubs, societies, associations and trusts. You should submit your complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint, or within six years from the date of the act/omission about which you are complaining, or within three years from when you should reasonably have known there was cause for complaint. The contact details for the Legal Ombudsman are set out above.

8. 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 its website to see how you can raise your concerns with the Solicitors Regulation Authority (<https://www.sra.org.uk>).