

**GLYNNS SOLICITORS LTD**  
**Complaints handling procedure**

**Our complaints policy**

We are 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 complaint, please contact us with the details.

**What will happen next?**

1. We will send you a letter or email acknowledging receipt of your complaint within five working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Director, Julie Glynn, who will review your file and speak to the member of staff who acted for you.
3. Julie Glynn will then arrange to speak with you to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter/email.
4. Within five working days of the meeting, Julie Glynn will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Julie Glynn will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 20 working days of sending you the acknowledgement letter/email.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision.
7. We will write to you within 10 working 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 contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH, about your complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or refer to [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). Please note that it is important that you take your complaint to the Legal Ombudsman within 6 months of our final response. The Legal Ombudsman has strict time limits and if you fail to do so, it is unlikely that they will be able to investigate your case.

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

**Glynns Solicitors Limited 2024**