

Our Complaints Policy and 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. We would normally expect this to be made in writing to our head office at Pishon Gold Solicitors 1 Bromley Lane Chislehurst Kent BR7 6LH or by email to complaints@pishongold.co.uk

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint and, if necessary, asking you to confirm or explain the details contained within your letter of complaint. We will also let you know the name of the person who will be dealing with your complaint. This will usually be our Client Care Partner, . You can expect to receive our letter within three days of us receiving your complaint.
2. Your complaint will be recorded in our central register within three days of us receiving the complaint.
3. We will then start to investigate your complaint.
4. We will reply to your complaint. This will include suggestions for resolving your complaint. We aim to do this within seven days of completing the investigation.
5. At this stage, if you are still not satisfied, you should contact us again. We will then arrange to review our decision. This will happen in one of the following ways:
 - A meeting with you may be arranged
 - Another Solicitor (likely to be another sole practitioner) will review our decision within ten days
6. We will let you know the result of the review within 7 working days of this being completed. At this time we will write to you confirming our final position regarding your complaint and explaining our reasons.

7. If you are still not satisfied, you can then contact the Legal Ombudsman at P O Box 6167 Slough SL1 0EH. Any complaint to the Ombudsman about our service must be within six months of the end of the work we did for you or of you finding out there was a problem.

As of 01 April 2023 the time periods for reporting a complaint to the Legal Ombudsman is no longer than:

- Within six months of receiving our final response to your complaint

and

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint.

For further information you should contact the Ombudsman (helpline number 0300 555 0333) or refer to their website at www.legalombudsman.org.uk.

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

PISHON GOLD

September 2024