

Our complaints policy

GLP Solicitors is committed to providing a high-quality legal service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards, not just for you, but for all our clients.

Our complaints procedure

If you have a complaint about our service or a bill that we have issued to you, or both, please contact us with the details.

The client care partner is Graham Leigh to whom correspondence should be addressed to the office noted below. His contact details are Tel: 0161 764 1818 / Email: clientcare@glplaw.com.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 2 working days of us receiving the complaint, enclosing a copy of this procedure. At this time, we will record your complaint in our central register and open a separate file for your complaint.
2. We will then investigate your complaint. This will normally involve your complaint being dealt with by our client care partner, who will review your file and speak to the partner or member of staff who acted for you. We aim to resolve the complaint within 8 weeks of the date it was made.
3. Within 14 days of sending you the acknowledgement letter, our client care partner will, if we feel it to be appropriate, invite you to a meeting to discuss and hopefully resolve your complaint.
4. If a meeting does not take place, the client care partner will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 working days of sending you the acknowledgement letter.
5. Within 14 days of a meeting, should a meeting have taken place, we will write to you to confirm what transpired and any solutions that have been agreed with you.
6. At this stage, if you are still not satisfied, please contact us again and we will arrange for another partner or someone unconnected with the matter, someone from another GLP Solicitors practice or other local solicitor or mediator to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our 'final position' and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are still not satisfied, you can then contact the Legal Ombudsman (LeO), at PO Box 6806, Wolverhampton WV1 9WJ about your complaint (Tel: 0300 555 0333 or 0121 245 3050, email: enquiries@legalombudsman.org.uk or refer to the website: www.legalombudsman.org.uk).
10. There are time limits within which complaints should be made to the LeO:

Generally speaking, you must refer your complaint to the LeO within 6 months of receiving the 'final response' from us. Also, you have one year from either (a) the date of a possible act or omission on our part or (b) from the date you should reasonably have known there were grounds for complaint. At the LeO's discretion, an extension may be granted to the extent that an Ombudsman considers it to be fair and reasonable in all the circumstances.