

# **GORDON & CO LEGAL SERVICES LIMITED**

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## **CLIENT COMPLAINTS POLICY**

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## **Gordon & Co Legal Client Complaints Policy**

### **1. Purpose and Core Principles**

This company is committed to excellence in professional service, integrity in client relationships, and continuous improvement through transparent feedback. The complaints policy exists to provide every client—regardless of digital literacy, funding status, or legal matter—with a straightforward, confidential, and effective process for raising, investigating, and resolving concerns.

- All complaints are welcomed as opportunities to refine company service and client experience, not as inconveniences.
- The process is free of charge and guarantees protection against disadvantage or retaliation for those who raise concerns.

### **2. Scope and Accessibility**

This policy applies to all services delivered via digital and traditional channels across both private and publicly funded work. It covers complaints about service delivery, communication, cost, ethics, or professional conduct, and any related issue. Clients are informed about this policy at the outset of every engagement, and it is available in accessible digital and written formats.

### **3. Making a Complaint**

A complaint is defined as any expression of dissatisfaction—verbal or written—about the standard of service, conduct, communication, or the perceived impact of any company action (or inaction). Clients may initiate a complaint using any channel, including email, digital portal, telephone, or letter, and may appoint a representative for assistance if they wish. The policy also acknowledges and supports third-party or representative complaints as allowed by law.

### **4. Receiving and Acknowledging Complaints**

- Initial complaints are best addressed directly to the staff member involved, where possible.
- If this is not suitable or does not resolve the concern, the matter should be escalated to the appointed Complaints Manager, whose contact details are published and provided at instruction.
- Written acknowledgment of every complaint will be issued within three working days, alongside an accessible copy of this policy and clear expectations for timescales and process.

## **5. Investigation and Timelines**

- Complaints are impartially investigated by a senior staff member or appointed manager who is independent from the matter being complained about, wherever practicable.
- The investigation includes direct contact to clarify facts, a review of all relevant case material, digital records, and—if needed—interviews with involved parties.
- Within seven working days, the complainant will receive an update; and a full written response will be provided within 21 days, unless a different timescale is agreed based on complexity or scope.

## **6. Resolution & Outcomes**

- Where the complaint is upheld in whole or part, the response will detail the remedy offered—be it apology, rectification, compensation, or process change.
- Alternative resolution approaches, including meetings or mediation, will be offered where suitable and consented to by both parties.
- If the complainant remains dissatisfied after the formal response, a request for review by another independent manager (or director) may be made. The review outcome will be confirmed in writing with a clear statement of reasons and the next steps available.

## **7. Escalation to Regulators**

If the complaint cannot be resolved internally, clients remain entitled to escalate matters:

- For service issues, to the Legal Ombudsman (contact details and time limits are provided with every final response).
- For concerns about professional conduct, to the SRA or BSB (details also supplied in every policy communication).

## **8. Confidentiality and Data**

- All complaints are handled with strict confidentiality in accordance with the Data Protection Act and UK GDPR.
- Records of complaints, investigations, and outcomes are kept securely and only for as long as legally or regulatorily mandated.

## **9. Monitoring, Learning, and Improvement**

- Quarterly reviews of complaints data are undertaken by directors, seeking patterns, systemic risks, and training needs.
- Lessons learned inform policy, training, and systemic improvements, ensuring that feedback is not only heard but acted upon to prevent recurrence.

- An annually updated report of complaints received, handled, and lessons implemented is included in company compliance reviews and is available to clients and regulators on request.

### **10. Publicity and Accessibility**

This policy is published on the company's main digital platform, referenced in all retainer and client onboarding documents, and available in alternative formats to support accessibility needs.

Staff are fully trained in complaint handling, and clients are encouraged—at every stage of engagement—to provide feedback, both positive and negative.

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This complaints policy is designed to be clear, respectful, and supportive, embodying the highest standards demanded by regulators and professional associations, while leveraging digital systems to enhance accessibility, responsiveness, and transparency for all clients.