

# GLAISYERS

The logo for ETL GLOBAL, featuring the letters 'ETL' in a bold, white, sans-serif font above the word 'GLOBAL' in a smaller, white, sans-serif font, both set against a red rectangular background that tapers to the right.

## INFORMATION FOR CLIENTS

What to do if you have a complaint about our services

### 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 concerns over the quality of our service, please contact **Michael Fletcher**, our **client care partner**. You can write to him at Glaisyers Solicitors LLP, **3 Hardman St, Manchester M3 3HF**. Mr Fletcher will pass your complaint to the partner in charge of the department involved in your complaint (the department head) for him to deal with or comment upon.

### What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within five working days of our receipt of your complaint.
2. We will record your complaint in our central register and open a file for your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within five working days of your reply.

4. We will then promptly investigate your complaint.
5. We would expect to deal with the investigation as quickly as possible taking into account the complexity of the matter. You should expect to hear from us after five to ten working days. If the investigation will take longer than this we will let you know.
6. If appropriate, we will invite you to meet the department head to discuss and, it is hoped, resolve your complaint.
7. We will write to you shortly thereafter to confirm what took place and any suggestions we have agreed with you. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. We aim to do this within five working days of completing the investigation.
8. At this stage, if you are still not satisfied you can write to us again. We will then
  - a. we will arrange for someone in the firm who has not been involved in your complaint to review it within ten working days;
  - b. we will ask our local Law Society or another local firm of solicitors to review your complaint. We will let you know how long this process will take;
  - c. we will invite you to agree to independent mediation. We will let you know how long this process will take.
9. We will let you know the result of the review within approximately five working days of its conclusion and at this time we will write to you confirming our decision on your complaint and explaining our reasons.
10. If you are still not satisfied, you can then contact the Legal Ombudsman at P.O. Box 6806, Wolverhampton, WV1 9WJ or telephone number 0300 555 0333 about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint or one year from the date that you become aware of the problem which has led to your complaint.
11. In addition if you have any complaints about our behaviour you can also refer the matter to the Solicitors Regulatory Authority. On our web site you will find a link or they can be contacted on [www.sra.org.uk/consumers/problems/](http://www.sra.org.uk/consumers/problems/) or Solicitors

Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN  
([map of location](#)) or DX 720293 BIRMINGHAM 47

12. Please be assured that we will take your complaint and concerns seriously. Our aim is to resolve the issue promptly and sympathetically.

Glaisyers Solicitors LLP 29/5/2024