

COMPLAINTS PROCEDURE

As a client of Diane Genders you are very special to us. But no-one is perfect and occasionally you may not feel fully valued or we may have made a mistake. Do please tell us.

A complaint or a concern is an opportunity for us to try to put matters right for you.

If you have a complaint, please contact Lorraine Sharp, Office Manager, either by telephone or in writing. Within 2 days she will :-

- a) write to you to confirm what happens next, possibly asking for more details.
- b) formally record the complaint and pass it on to the person concerned who will respond to you within a further 5 days. If this is not possible, then Lorraine Sharp will let you know why and confirm when you can expect a reply.

If you are not satisfied with that response then Diane Genders will be happy to meet with you at anytime and date convenient to you. She will then write to confirm what was agreed. Or, if preferred, Diane will send you a detailed reply including suggestions for resolving the issues.

If you are still not happy, then within 5 days we will ask Lincolnshire Law Society to review your complaint. We will let you know how long you can expect this to take and, later, the outcome but there will of course be no charge for any of this.

We will also give you the details of the Office of Supervision of Solicitors whom you can contact if you are still not satisfied.