

# Our complaints procedure

We are committed to providing a high quality legal service to all our clients. However, if you are in any way dissatisfied with the service provided then you have the right to complain.

You can either express your complaint on the telephone or in writing, whichever you prefer.

Your complaint will be referred to the department head of the fee earner who was working on your matter.

## How to contact us:

**Post:** Client Satisfaction team,  
RWK Goodman LLP,  
Midland Bridge House,  
Midland Bridge Road, Bath, BA2 3FP

**Email:** [complaints@rwkgoodman.com](mailto:complaints@rwkgoodman.com)

**Telephone:** 01225 730 100

## How to set out your complaint

- Aim to keep your concerns short and to the point
- Give example(s) of the problem
- Give dates wherever possible
- If you have more than one query or concern, list them and give them numbers so that it is easy for us to reply.

## What will happen next?

We will acknowledge your complaint and refer this to the head of the department which dealt with your matter. You will receive an acknowledgment from the department head within seven days to let you know that they will investigate the matter and report back to you within three weeks of receipt of your complaint. In some circumstances, an appointment may also be made for you to discuss your concerns with the department head.

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



Once the department head has investigated, if you find the explanation unsatisfactory please say so. In certain cases, the department head may decide it is appropriate for a member of our Risk & Best Practice Team to conduct a further review of your complaint. We will let you know if your complaint has been escalated in this way.

All complaints are overseen by the person with overall responsibility for complaints, who is Graham Street, Managing Partner.



If you are dissatisfied with the result of our investigation you can contact the Legal Ombudsman about your complaint:

Legal Ombudsman PO Box 6167 Slough SL1 0EH | Tel: 0300 555 0333

Please note however that not all clients will be entitled to have their complaint reviewed by the Legal Ombudsman. Full details of who can complain can be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).



The Legal Ombudsman expects you to give us eight weeks to try to resolve your complaint. Please be aware that there are specific time-frames within which the Legal Ombudsman can accept a complaint. These are: within six months of our final written response on your complaint, and; no later than one year from the date of the act or omission being complained about, or one year from the date when you should have realised that there was cause for complaint. However, the legal Ombudsman does exercise its discretion to accept out of time complaints in circumstances where they determine it is fair and reasonable.



We are regulated by the Solicitors Regulation Authority ("SRA") and take our regulatory responsibilities very seriously. If you have a complaint regarding regulatory standards which we have been unable to resolve with you directly, you might like to discuss it with the SRA. Their contact details can be found here: [www.sra.org.uk/contact-us](http://www.sra.org.uk/contact-us).