

Our Complaints Procedure

We are committed to providing a high-quality legal service. We value our clients and maintaining a strong relationship with all our clients through providing great customer service. However, misunderstanding and problems can occur from time to time. When something goes wrong, we need you to tell us about it, this will help improve our standards. We aim to deal promptly, fairly and effectively with any concerns or issues you may have.

Informal verbal complaints should be raised with your solicitor in the first instance, who will be happy to discuss it with you and we will do all we can to resolve the issue quickly and efficiently.

If you are not satisfied with their proposals, then the matter should be taken up with Mrs Helen Cole, our Compliance Officer.

Complaints may be provided through verbal or written means, and should be directed to Mrs Helen Cole on 01239 710228; helen@georgedaviesandevans.co.uk or by letter to George Davies and Evans, Sycamore Street, Newcastle Emlyn. SA38 9AJ.

Please provide clear details of your complaint providing your contact details, name, address and details of the matter we are dealing with.

We will send you a letter acknowledging your complaint and stating who will be dealing with it, within 7 days after receiving your complaint. It will be investigated promptly and thoroughly and either a meeting or a full report will be arranged with the relevant person. This will be no longer than 14 days after first receiving your complaint.

At this stage, if you are still not satisfied, we will arrange to review our decision. Either the relevant person, someone in the firm not involved in your complaint or Mrs Helen Cole to review. This will be within 10 days. This review can involve our local Law Society, another firm of Solicitors or independent mediation. We will let you know how long this process will take.

We will let you know the result of this review within 5 days of the end confirming our final position and explaining our reasons.

We are bound to comply with the principles of the Solicitor's Code of Conduct as do all regulated firms. If however you feel we have not complied and you feel that you cannot raise your concerns with us, then you have the right to contact the Solicitors Regulation Authority by completing their online form at <https://www.sra.org.uk/consumers/problems/report-solicitor/>
If, in the unusual event we are unable to resolve the matter to your satisfaction within the timescales above, you are able to take the matter up with the Legal Ombudsman using the following contact details:

Website: www.legalombudsman.org.uk

Address: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

e-mail: enquiries@legalombudsman.org.uk

Tel: 0300 55 0333

If you wish to involve the Legal Ombudsman, you should do so within 6 years of the problem happening, or 3 years from when you found out about it, or refer your complaint within 6 months of our final written response. For further information you should contact the Legal Ombudsman.