Complaints Handling Policy

NGA Law is committed to providing a high-quality legal service to all clients. If you are dissatisfied with our service, please tell us so we can resolve any issues with you and improve our services. We encourage you to communicate and express your views in your own words, reflecting your genuine thoughts, personal feelings, and experiences. You will not be charged for time spent dealing with a complaint.

How we respond to complaints

We will initially call, email or write to you acknowledging your complaint within two working days, and explaining next steps.

We will then take appropriate steps to investigate and understand your complaint and to suggest the options and next steps for resolving it. This will normally mean passing your complaint to Natalie Gamble, who will investigate your complaint and speak to the team members who have worked with you as appropriate. Natalie, or an appropriate member of the team with whom you have been dealing, may also arrange to speak to you, or may email you to clarify your complaint. If you do not wish Natalie to review your complaint, alternative arrangements will be made.

We will then respond to your complaint substantively. This will normally be done in the same way the complaint was raised (e.g. by email, telephone, in writing). If we find there has been poor service, we will acknowledge what went wrong and, where appropriate, aim to agree a proportionate remedy with you. If we find there has been no poor service, we will explain the investigation we have carried out and why we have reached that conclusion.

We will always respond substantively within 8 weeks of a complaint being raised with us, although in practice will aim to do so as soon as possible.

What happens if you are still not satisfied

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, failure to meet our required standards, taking or losing your money, shutting without notifying you or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority.

If you have concerns about our service including the work we did for you, including how we communicated or how long we took and costs, you can contact the Legal Ombudsman at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ, (enquiries@legalombudsman.org.uk, telephone 0300 555 0333 between 9am to 5pm.) or via the online contact form (https://www.legalombudsman.org.uk/contact-us).

Any complaint to The Legal Complaints Service must be made:

- Within six months of receiving our final response to your complaint

and

- No more than one year from the date of the act or omission being complained about; or
- No more than one year from the date when you should reasonably have known that there was cause for complaint

The Legal Ombudsman will retain the ability to exercise discretion to extend the 1-year time limit for specific customers if, on the evidence, it is fair and reasonable to do so.