

Service and Complaint information

Southgate & Co is committed to high quality legal advice and client care.

If at any time you have concerns about the way in which your case is being dealt with, aspects of our services or a bill please raise them with us at your earliest opportunity so we can take steps to address them.

In the first instance it may be best to discuss your concerns with the person dealing with your case, preferably in person. We will do our best to resolve them at this stage.

If you have a complaint or are disputing our bill, please contact us in writing with the details. You may email your letter to savvas@southgateandco.co.uk or post your letter to our office address.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days.
2. We will investigate your complaint. This will normally involve reviewing your file, correspondence and speaking to any members of staff involved.
3. At this stage we will write to you setting out proposals to resolve your complaint. We will do this within 14 days of sending you the acknowledgment letter.
4. If you are still not satisfied, you should write to us requesting a review within 14 days explaining why you remain unhappy with our response and how you believe it should be resolved, we will review your comments and suggestions and may invite you (with your agreement) to a meeting to explore resolving your complaint.
5. We will write to you within 7 days of receiving your request for review or the meeting, to confirm our final written response on your complaint and explaining our reasons.
6. If you believe that your complaint has still not been dealt with to your satisfaction you are entitled to refer your complaint to the Legal Ombudsman by contacting at PO Box 6806 Wolverhampton WV1 9WJ or email to enquires@legalombudsman.org.uk. Any complaint to the Legal Ombudsman must usually be made within six months of your receiving our final written response regarding your complaint. The Legal Ombudsman has provided further guidance on its service at www.legalombudsman.org.uk.
7. The Legal Ombudsman will not accept your complaint if:
 - i. the date of the alleged act or omission giving rise to the complaint was before 6th October 2010 or
 - ii. more than six years have elapsed from the date of the act or omission giving rise to the complaint or
 - iii. more than three years have elapsed from the time when you should have known about the complaint.
 - iv. The Legal Ombudsman may not deal with a complaint about the bill if you have applied to the court for an assessment of the bill.

8. You also have the right to object to our bill and apply for an assessment of the bill under Part III of the Solicitors Act 1974. If you apply to the Court for an assessment and if all or part of the bill remains unpaid at the end of that assessment, we are entitled to charge interest.

9. The Solicitors Regulation Authority can help you if you are concerned about our behaviour or conduct. For further information please refer to www.sra.org.uk or telephone 0370 606 2555.