

Complaints and Feedback

Karen is committed to a high-quality legal service to all clients. When something goes wrong, you need to tell her about it and this will help her to improve her service.

Karen hopes that you will initially be able to resolve any problem or complaint you have with her on an informal basis. However, if this is not possible then the following procedure will apply:-

Complaints Procedure

If you have not been able to resolve your complaint with Karen on an informal basis, please set out your complaint fully in writing to her. Karen will send you a letter acknowledging your complaint and requesting any further details that she may respond.

Your complaint will be filed in a central register and a file opened for your complaint. Your complaint will be investigated and a full response given to you within 21 days of receipt of your original complaint.

If you are still not satisfied with the outcome of your complaint then Karen will refer your complaint to an independent solicitor, Miss Gonul Guney at GSG Law who will conduct her own review and respond to you. She will do that within 21 days of notification.

If you remain dissatisfied with the handling of your complaint, you may refer the matter to the Legal Ombudsman. Address: PO Box 6806 Wolverhampton, WV1 9WJ. Telephone: 0300 555 0333. Email: enquiries@legalombudsman.org.uk.