

If our service does not meet expectations

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service, we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure, set out below. Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman may be able to help if we are unable to resolve your complaint. They will look at your complaint independently, and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- 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.

For more information about the Legal Ombudsman:

Website: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

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

Minicom text phone: 18002 0300 555 0333

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

Our Complaints Procedure

Your complaint will be reviewed and dealt with as follows:

1. We will send you a letter or email acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve the Partner with overall responsibility for your matter, who will review your matter file.
3. The Partner will then contact you and discuss your complaint and her conclusions within 21 days of sending you the acknowledgement email or letter. However, if the complaint is complicated further time may be needed. If so, the Partner will write and tell you and set another time limit.
4. If you do not want a discussion or it is not possible, the Partner will send you a written reply to your complaint, including any suggestions for resolving the matter.
5. Within three days of any discussion, the Partner will write to you to confirm what took place and any solutions she has agreed with you.
6. At this stage if you are still not satisfied, you should contact us again to request a review, providing reasons why you are not happy with the response and any suggested resolution(s). We will arrange for another Partner at Gya Williams UK LLP unconnected with the to review the decision and any suggested resolution(s).
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you may be able to contact [the Legal Ombudsman](#) about your complaint.
9. We cannot provide you with any legal advice relating to your immigration matter if our instruction with you is not current, therefore we may need to refer you to an independent professional if there are legal advice requirements arising from the complaint.