

Complaints Procedure

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, you should raise this first with the relevant member of staff with whom you have been dealing.

If they do not resolve the problem to your reasonable satisfaction, then you should write to Paul Hardman, our Managing Director, by email to paul.hardman@gregglatchams.com or by post to 7 Queen Square, Bristol BS1 4JE.

What will happen next?

1. Mr Hardman will send you a letter acknowledging your complaint within 3 days of receiving it, enclosing a copy of this procedure. You may be asked to provide more details if these are not clear.
2. At the same time, Mr Hardman will log your complaint in a central register.
3. Once we have the necessary information Mr Hardman will start to investigate your complaint. He will review your file and discuss your complaint with the member of staff with whom you have been dealing.
4. Mr Hardman will then write to you with a detailed reply to your complaint. He will do this within 21 days of his acknowledgement letter or of receiving the information requested from you. If he considers it appropriate, Mr Hardman may invite you to a meeting at this stage. If you wish to meet with Mr Hardman to discuss your complaint you should advise him at this stage and he will make the necessary arrangements.
8. If you are still not satisfied, or, if we have not resolved your complaint to your satisfaction, alternative complaints bodies (such as *Small Claims Mediation* - www.small-claims-mediation.co.uk) exist which are competent to deal with complaints about professional services should both you and GLBC wish to use such a scheme.
12. If we have to change any of the timescales above in relation to our response, we will let you know and explain why.