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# CLIENT FEEDBACK AND COMPLAINTS POLICY FOR PINNA GOLDBERG LTD (LONDON)

We are committed to providing a quality service to our clients. We value feedback from clients greatly because it helps us to continually improve our service. If you do not feel that you are receiving excellent client service or that something could be improved, please do tell us about it. If we have fallen short of the high standards which we have set for ourselves then we would like the opportunity to put it right.

## What do I do if I have feedback or a complaint?

At first it would be helpful if you could discuss any feedback or concerns which you have about our service or how it might be improved with the lawyer dealing with your matter. If the lawyer dealing cannot resolve your concern informally, or if the issue is of such a serious nature that you do not feel comfortable raising it with your lawyer, then you may discuss this with our complaints partner as a complaint under this policy.

## How do I raise a complaint under this policy?

It would help us if you could email with:

- why you feel dissatisfied with the service which you have received;
- how you would prefer to be contacted about your complaint;
- if there is anything in particular which you would like us to do to resolve your complaint.

If you would prefer not to email details of your complaint in this way then please call to discuss the best way to get an understanding of your concerns.

## What happens after I have made a complaint under this policy?

We will:

- send an acknowledgement of your complaint within 7 days of receiving it;
- log your complaint on our central complaints register;
- investigate the concerns and arrange a discussion with you to try to agree how to resolve the issues within 21 days of receiving your complaint;
- write to you within 28 days of receiving your complaint to confirm the outcome of this.

Pinna Goldberg Ltd is a limited liability company registered in England and Wales under number 15581721 with registered address: 10 Old Square, London, WC2A 3SU.
Pinna Goldberg Ltd is authorised and regulated by the Solicitors Regulation Authority under number 8008294. For further information,
please see our website at pinna-goldberg.com.

In exceptional circumstances it may be necessary to extend these timescales but we will try to agree any variations with you first. If you remain unsatisfied after 8 weeks at the latest we will always ensure that you are reminded at that time of how to make a complaint to the Legal Ombudsman if you are eligible to do so.

**What might the outcome of my complaint be?**

We very much regret any dissatisfaction which our clients experience and will not hesitate to apologise to you where our service has fallen below our high standards. We may also agree that certain steps will be taken to improve your situation and to ensure that any problems experienced will not reoccur.

**What if I remain unsatisfied?**

If you remain dissatisfied you may be entitled to complain to the Legal Ombudsman about our service, including our charges. This service is not available to all clients however such as large businesses. The Ombudsman would generally expect clients to follow a firm's internal complaints procedure first. You can find further information about the Ombudsman on the website www.legalombudsman.org.uk. You can write to the Ombudsman at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH or by email on enquiries@legalombudsman.org.uk or call on 0300 555 0333. If you wish to raise a complaint with the Ombudsman then you should not delay bringing it to their attention once our own complaints process has concluded as there are some time limits on when this must be done. For example, normally you must raise a complaint with the Ombudsman within six months of the date of our final written response to your complaint. You should also be aware that the Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern.

You can also raise your concerns with the Solicitors Regulation Authority.