

complaints procedure.



Thompson Gill Family Law is committed to providing you with the highest standard of legal advice and client care. We hope you will never have to complain. If, however, you have concerns at any time about the service we have provided you, or about your bill, you will need to tell us. We are committed to open, honest engagement with our clients. We therefore encourage you to tell us as soon as possible so that we can resolve issues between ourselves as they arise during our instruction. This will help us to improve our standards and, moreover, to provide you the best possible service.

The below outlines the separate processes for raising service complaints (including about your bill), professional conduct complaints and also data protection complaints.

We deal with all complaints promptly and fairly.

service complaints.

1. How to raise a complaint

In the first instance, please discuss your concerns with the lawyer handling your matter. Often, issues can be resolved quickly through an informal conversation. If you do not feel comfortable doing this, or the issue remains unresolved, please contact Amy Thompson in writing at amy.thompson@tgfl.co.uk. Please confirm that you are making a formal complaint and set out as much detail as possible the basis and full nature of your complaint, including how you propose your complaint should be resolved.

2. Our Procedure: what happens next

Step 1: Acknowledgement (within 7 days)

- a) We will acknowledge receipt of your complaint, by letter or email, within 7 days of receiving the complaint, setting out this procedure. If we need any further clarification about the issues that you have raised, we will contact you for further details at this stage.
- b) We will open a separate file for your complaint and record it in our internal Complaints Register.

Step 2: Investigation (up to 8 weeks)

- c) Once we have received full information from you, we will then investigate your complaint. This will normally involve Amy Thompson reviewing your matter file and speaking with the fee earners(s) who acted for you. If necessary, we will write to you request further information or clarification about the issues that you have raised to enable us to conduct a proper review of the matter.

Step 3: Formal Response (within 8 weeks)

d) Once the investigation is complete, we will write to you with our findings. We aim to provide you with a detailed response to your complaint within 8 weeks from the acknowledgment of your complaint. This will include confirmation of our position on your complaint, an explanation of our reasons and our suggestions for resolving the matter, hopefully to your satisfaction.

e) If your complaint is of a particularly complex nature more time may be required. If that is the case Amy Thompson will let you know when you can expect to receive a full response.

Step 4: Internal review

f) We ensure that changes are implemented swiftly to our policies or processes in respect of any lessons learnt.

Step 5: Legal Ombudsman

g) After the above procedure has been followed, if we have been unable to resolve the issue and you remain dissatisfied, you can refer your complaint to the Legal Ombudsman.

3.The Legal Ombudsman

The Legal Ombudsman is an independent body that investigates complaints about service issues with lawyers in England and Wales. It will not affect how we handle your case. The Legal Ombudsman can be contacted as follows:

Legal Ombudsman,
PO Box 6167,
Slough
SL1 0EH

Telephone: 0300 555 0333;
Email: enquiries@legalombudsman.org.uk;
Website: www.legalombudsman.org.uk.

Before accepting a complaint, the Legal Ombudsman will normally check that you have tried to resolve your complaint with us first.

Timelines: You will need to bring a complaint to the Legal Ombudsman within: a) six months of receiving a final written response from us about your complaint; and b) one year of the date of the act or omission about which you are concerned; or c) one year from when you should reasonably have known there was cause for complaint.

Further information about the procedure and role of the Legal Ombudsman can be found at www.legalombudsman.org.uk.



professional conduct complaints.

4. The Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our behaviour or conduct and wish to make a report. Concerns about our conduct or behaviour could be for things like dishonesty, taking or losing your money, fraud, treating you unfairly because of disability or your age or another characteristic, acting in a position of conflict or for breaking any other professional rules. See www.sra.org.uk/consumers/problems/report-solicitor/ for more information on how to raise these specific concerns.

data protection complaints.

5. What is a data protection complaint?

This section applies to complaints about how our firm processes personal data. This section does not replace our procedure for complaints about legal services. Where a complaint raises both service issues and data protection issues, we may deal with those issues together or separately, depending on what is most appropriate.

A data protection complaint may include a complaint that we have: a) processed personal data unfairly, unlawfully or without transparency; b) failed to respond properly to a data protection rights request; c) retained personal data for longer than necessary; d) disclosed personal data inappropriately; e) failed to keep personal data secure; f) used personal data for an unexpected purpose; or g) otherwise failed to comply with data protection law.

6. How to make a data protection complaint

Data protection complaints should be sent to Amy Thompson by email at amy.thompson@tgfl.co.uk, or by our contact@tgfl.co.uk email address, by phone on **0208 076 8484 / 0161 560 9993** or by post at Arkwright House, Parsonage Gardens, Manchester M3 2LF.

Please include, where possible:

- your name and contact details;
- the matter reference, if applicable;
- a description of the data protection concern;
- the personal data or processing activity involved;
- relevant dates and correspondence; and
- the outcome you are seeking.

7. Our data protection complaints procedure: what happens next

Step 1: Acknowledgement (within 30 days)

a) We will acknowledge receipt of your data protection complaint within 30 days. If we need further information to understand or investigate your complaint, we will let you know.

Step 2: Investigation

b) We will take appropriate steps to investigate your complaint. Depending on the nature of the complaint, this may include:

- reviewing the relevant file, correspondence and systems;
- identifying what personal data was processed and why;
- considering the lawful basis and any applicable exemptions;
- speaking to relevant members of staff;
- reviewing whether any data protection rights request was handled properly;
- assessing whether any remedial action is required; and
- considering whether any personal data breach reporting obligations arise.

Step 3: Outcome

c) We will take appropriate steps to investigate your complaint. Depending on the nature of the complaint, this may include:

- whether we uphold, partially uphold or do not uphold the complaint;
- the reasons for our decision, where we are able to provide them;
- any steps we have taken or propose to take;
- any correction, restriction, erasure or other action, where applicable;
- any explanation of why we are unable to take a requested step; and
- information about your right to complain to the Information Commissioner's Office.

Step 4: Information Commissioner's Office

d) You have the right to complain to the Information Commissioner's Office (ICO) about the way we process your personal data. Details of the ICO can be found at:

- Website: www.ico.org.uk
- Helpline: 0303 123 1113

Step 5: Records of complaints

e) We may keep a record of data protection complaints, our investigation, the outcome and any remedial action taken. We will retain those records in accordance with our data retention policy and legal, regulatory and professional obligations.



8. What will making a complaint cost?

We will not charge you for the time spent addressing your complaint.

If we have issued a bill for work done on the matter and all or some of the bill is not paid, we may be entitled to charge interest on the outstanding amount.

The Legal Ombudsman and ICO’s services are free of charge.

9. Version Control

Revision Date	Author	Version	Change Summary	Next Review Date
May 2026	Amy Thompson, COLP	0.0	Policy Created	May 2027
June 2026	Amy Thompson, COLP	0.1	Policy Amended to reflect changes introduced by the Data Use and Access Act 2025	May 2027