legal notice & disclaimer.

thompson gill Family Law

1. Regulatory Information

Thompson Gill Family Law and TGFL are the trading names of Thompson Gill Family Law Limited, a private limited company registered in England and Wales under company number 17025200 and a law firm authorised and regulated by the Solicitors Regulation Authority (SRA) under SRA number 8015382. It is registered for VAT purposes under registration number 519 0822 93. Our registered office is located at Arkwright House, Parsonage Gardens, Manchester M3 2LF. The standards and requirements we are expected to achieve can be accessed at www.sra.org.uk/solicitors/standards-regulations/.

The term “Founding Partner” refers to Emma Gill and Amy Thompson, sole shareholders and sole directors of Thompson Gill Family Law Limited. We use the term “Partner” to refer to a shareholder or director of the company or to an employee or consultant who is a lawyer with equivalent standing and qualifications. Solicitors within Thompson Gill Family Law practise law under the jurisdiction of England and Wales only.

2. Professional Indemnity Insurance

In accordance with the SRA Indemnity Insurance Rules, we maintain professional indemnity insurance. Our insurer is Alchemy Underwriting Limited of 2 Seething Lane, London EC3N 4AT on behalf of Asta Managing Agency Limited for and on behalf of Carbon Syndicate 4747 50% and Blenheim Underwriting Limited 50. Coverage extends to all of our practice in England and Wales.

3. Complaints Procedure

We are committed to providing you with the highest standard of legal advice and client care. If, however, you become dissatisfied or have any concerns at any point about the service we have provided you, or about your bill, you 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 as soon as they arise. It may be helpful in the first instance to discuss your concerns with the lawyer handling your matter or, if you prefer, Amy Thompson at amy.thompson@tgfl.co.uk.

We will work with you to try to promptly address any such concerns and help to resolve the matter between ourselves, but sometimes things do go wrong. If you would like to make a formal complaint, we have a written complaints policy which is available upon request. The complaints policy provides important information on raising service complaints, professional conduct complaints and data protection complaints, as well as including how we will deal with your complaint and how long it is likely to take. We will deal with you fairly and promptly.

In relation to service complaints, if for any reason we are unable to resolve your complaint ourselves, you may refer the matter to the Legal Ombudsman which deals independently with complaints against lawyers registered in England and Wales. Before accepting a complaint, the Legal Ombudsman will normally check that you have tried to resolve your complaint with us first. You will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within one year of the date of the act or omission about which you are concerned or within one year from when you should reasonably have known there was cause for complaint.

The Legal Ombudsman's contact details are:

Legal Ombudsman,
PO Box 6167,
Slough
SL1 0EH

Telephone: 0300 555 0333;

Email: enquiries@legalombudsman.org.uk;

Website: www.legalombudsman.org.uk.

In relation to professional conduct complaints, you can contact the Solicitors Regulation Authority if you are unhappy with our conduct or behaviour and wish to make a report (this could be for things like dishonesty, taking or losing your money, fraud, if you have been treated 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.

If your complaint concerns how we process personal data, please contact Amy Thompson, Founding Partner and COLP, at amy.thompson@tgfl.co.uk. We will acknowledge a data protection complaint within 30 days. We will then take appropriate steps to investigate the complaint and will inform you of the outcome without undue delay. You may also complain to the Information Commissioner's Office at www.ico.org.uk.

4. Disclaimer

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