

Complaints Procedure

At Le Gallais & Luce we are committed to serving our clients to the best of our ability and to going the extra mile to ensure that each one of them experiences the most satisfactory outcome given their circumstances.

However, we are also extremely keen to hear of any concerns that our clients may have about the conduct of their case, either in the manner in which they as clients were treated or in the perceived professionalism of the staff. In this way we can ensure that any such issues can be avoided in the future.

If you, as a client, have any cause for complaint, please speak in the first instance to the fee earner or partner who was managing your case. That person will be very happy to discuss your concerns and, where possible, ensure that they are addressed to your satisfaction.

Should it not be appropriate to bring your concerns to attention of the relevant fee earner or partner or should you feel that your concerns are not being dealt with in an appropriate manner, please write or send an e-mail to the senior partner or the practice manager (details below) who will either review your concerns himself or appoint an appropriate person to do it in his stead.

Regardless of whom you contact, your concerns will be acknowledged in writing (either by letter or e-mail) within two working days and an update on the progress of the investigation will be sent in the same format not more than seven working days later. We aim to conclude any and all such investigations with fifteen working days.

Contact details for the senior partner:

Mr A.P. del Amo, PO Box 696, 6, Hill Street, St Helier, Jersey, JE4 8YX

E-mail: tdelamo@lgl.je

Contact details for the practice manager:

Mr M. J. Orchard, PO Box 696, 6, Hill Street, St Helier, Jersey, JE4 8YX

E-mail: morchard@lgl.je

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