

GS Verde Group – Complaints Handling Policy

Our Policy

We at GS Verde Group are committed to providing an excellent standard of service to our clients. We value feedback from our 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, we have set for ourselves then we would like the opportunity to put things right for you.

This policy governs the procedure for making a complaint against any entity within the GS Verde Group from time to time, which as at the date of this policy is:

- GS Verde Law Limited;
- GS Verde Corporate Limited;
- GS Verde Tax & Accountants Limited; and
- GS Verde Ireland

How to give feedback or make a complaint

Wherever possible it would be helpful if you could discuss any feedback or concerns with the staff member dealing with your matter informally first, or supervising director, as they may be able to resolve your concerns without the need for a formal complaint.

However, if they cannot resolve your concern informally, or if the issue is of such a serious or sensitive nature that you do not feel comfortable raising it with them, please feel welcome to raise your concerns with our Operations Manager as a formal complaint under this policy.

IMPORTANT INFORMATION

The GS Verde Group” is the trading name of a number of legal entities, all or a combination of which are engaged by you (as set out above) for the provision of “the Services”. Each one of the companies providing the Services trading as GS Verde Group is severally liable and individually responsible for its specific portion of the Services as set out in the Services section of this letter. Each company has its own set of terms and conditions, a copy of which has been provided to you as part of the engagement pack. These terms are also available on request from hello@gsverde.group. Please note that GS Verde Group Limited is not engaged in the provision of any services – it is a non-trading, holding company for the subsidiaries within the GS Verde Group. No claims made against GS Verde Group Limited will be valid. Any complaints or claims should be directed to the relevant company (or companies) listed above to whom the complaint relates.

All of the GS Verde Group companies are limited companies, registered in England and Wales with their registered office address at The Maltings, East Tyndall Street, Cardiff, CF24 5EA - apart from GS Verde Tax and Accountants whose address is at One The Square, Bristol, BS1 6DG.

- GS Verde Law Ltd, company number 8259989, VAT number 153 8487 81,
- GS Verde Corporate Ltd, company number 11120252, VAT registration number 286622084;
- GS Verde Tax and Accountants Ltd, company number 07107090, VAT registration number 982296871.

How to make a formal complaint under this policy

To enable us to investigate and provide a thorough response to your concerns, we will need to form a good understanding of the issues. We would welcome hearing from you by email or by post with a brief explanation of:

- Why you feel dissatisfied with the service you have received.
- How you would prefer to be contacted about your complaint going forward.
- If there is anything in particular that you would like us to do to resolve your complaint.

Please address your concerns to:

- **NAME:** Danielle Calo
- **Address:** GS Verde Group, The Maltings, East Tyndall Street, Cardiff, CF24 5EZ
- **Email:** dcalo@gsverde.group

If you would prefer not to send written details of your complaint in this way, then please call 0330 1078 498 to speak to our Operations Manager to discuss the best way to get an understanding of your concerns.

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

Following receipt of your complaint in line with the above, we will:

- Send a written acknowledgement of your complaint within seven days of receiving it.
- Investigate the concerns which may include reviewing your matter file and related records and discussing the issues with the team who have been working on your matter.
- Let you know promptly if we need any further information from you to assist our investigation.
- Write to you to provide a formal Final Response to Complaint setting out the conclusion of our investigation and any proposals to rectify or resolve the matter.
- If your complaint relates to a legal matter, please be reminded that you may be entitled to refer your complaint to the Legal Ombudsman and provide details for doing so, at the end of our complaints process.

We will not charge you for investigating and responding to your complaint.

Your complaint will be investigated and handled independently of the matter upon which we were instructed. This means that if your matter is ongoing it will continue to progress as normal and will not be affected by the complaint's procedure, assuming no conflict of interests has arisen and that you continue to comply with the terms of our engagement as set out in our engagement letter and terms of business.

Do I have to pay my bill if I am complaining?

Our terms of business provide that our invoices remain payable within 7 days (unless otherwise stated in the engagement letter) regardless of the investigation of any complaint.

However, please be assured that if the outcome of any complaint investigation concludes that any adjustment or reduction in costs should be made, any reimbursement will be paid promptly at that time.

How long will it take?

We will aim to conclude our investigation and provide our Final Response as quickly as possible. Although we will always aim for sooner, the process may take up to eight weeks from receipt of your complaint.

In exceptional circumstances it may be necessary to extend these timescales. If this occurs, we will let you know in writing and will try to agree any variations with you first.

What might the outcome of my complaint be?

We regret any dissatisfaction which our clients experience and, if our investigation concludes that our service has fallen below our usual high standards, we will not hesitate to apologise. We may also make any proposals that we consider appropriate to resolve or improve your situation and will take steps internally to ensure that any problems that you have experienced will not reoccur. We will ask you to let us know whether we have succeeded in resolving your concerns, or if you remain dissatisfied.

What if I remain dissatisfied and my complaint is related to a legal matter?

If your complaint relates to a legal matter, and you remain dissatisfied after receiving our Final Response, or in the unlikely event that you have not received a Final Response within eight weeks of receiving your complaint, you may be entitled to complain to the Legal Ombudsman about our legal services. The Legal Ombudsman will normally expect you to have exhausted this complaints procedure before referring to them.

The Legal Ombudsman investigates complaints independently and accessing the service will not affect how we handle your case (if ongoing).

Most private individuals and smaller organisational or business clients will be able to make use of the Legal Ombudsman scheme. However, there are restrictions for larger organisational and business clients. These are set out in the Scheme Rules, which can be accessed on the Legal Ombudsman website, details of which are given below.

Time limits apply to the service, so if you do wish to refer your complaint to the Legal Ombudsman you should not delay once our own complaints process has concluded. In certain circumstances the Legal Ombudsman may exercise discretion to consider a complaint out of time.

The general rule is that you must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint and either:

- Within one year of the date of the act or omission, or
- Within one year of you realising that you had concerns.

Contacting the Legal Ombudsman

You can contact the Legal Ombudsman or find further information about who can use their service and when, via the details set out below.

- www.legalombudsman.org.uk
- T 0300 555 0333 between 9.00 am to 5.00 pm
- E enquiries@legalombudsman.org.uk
- Post Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Complaints about your legal bill

If you are complaining about your bill which relates to legal services, in addition to referring your complaint to the Legal Ombudsman (if your complaint relates to a legal matter), you may be entitled to ask the court to assess your costs under Part III of the Solicitors Act 1974. However, be aware that if you have done so, the Legal Ombudsman may not be able to consider a complaint about the same issues.

Concerns about legal professional misconduct

The Legal Ombudsman service considers complaints about the quality of legal services that clients receive. In the unlikely event that you have more serious concerns that a solicitor or the firm have been involved in professional misconduct then it may be appropriate for you to refer this to the Solicitors Regulation Authority.

We do not anticipate any such problems arising and would ask that you notify the matter supervisor straight away if you have any such concerns. You can find out more about the Solicitors Regulation Authority (including their contact details) and the Standards and Regulations that govern the conduct of solicitors and law firms on their website: www.sra.org.uk. Information about how to report a concern is provided at www.sra.org.uk/consumers/problems/report-solicitor/.

Alternative dispute resolution (ADR)

Other ADR services providers exist that are competent to deal with complaints in the legal sector, including ProMediate. However, the GS Verde Group believes that the Legal Ombudsman offers our clients the most appropriate forum to seek resolution of their concerns in relation to any services provided by GS Verde Law. Therefore, we have not adopted an alternative ADR procedure and do not agree to use another ADR organisation to cover legal services.

What if I remain dissatisfied and my complaint is related to a tax matter?

If your complaint relates to a tax matter which has been provided by a Chartered Tax advisor and you remain dissatisfied after receiving our Final Response, or in the unlikely event that you have not received a Final Response from us, you may be entitled to complain to the Executive Director of the Taxation Disciplinary Board (“the “Board”) which is made up of the Chartered Institute of Taxation (the “Institute”) and the Association of Taxation Technicians (the “Association”) about our tax services. The Board will normally expect you to have exhausted this complaints procedure before referring to them.

The Board investigates complaints independently and accessing the service will not affect how we handle your case (if ongoing).

You will need to submit your complaint via a complaints form within 24 months of the events which form the subject matter of your complaint.

What if I remain dissatisfied and my complaint relates to data protection?

If your complaint relates to how we have handled your personal data, you have the right to raise a data protection complaint with us. Please address such complaints to our Operations Manager, Danielle Calo, at dcalo@gsverde.group or by post to GS Verde Group, The Maltings, East Tyndall Street, Cardiff, CF24 5EZ. We will acknowledge your complaint within 7 days and we aim to respond fully within 56 days.

If you remain dissatisfied with our response, you have the right to complain to the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection. The ICO can be contacted at www.ico.org.uk or by telephone on 0303 123 1113.

Contacting the Board

A complaints form can be obtained from the following resources:

- Write: The Taxation Disciplinary Board, 30 Monck Street, London, SW1P 2AP
- Email: TDB@tax-board.org.uk
- Telephone: 020 4551 9344
- Website: www.tax-board.org.uk

Complaints about your tax bill

The Board's jurisdiction is regulatory in nature, therefore they are not in a position to provide legal advice. Further they cannot intervene in fee disputes, or what a reasonable sum for work that has been carried out should be. The Institute or the Association can however advise whether its members have complied with professional conduct regulations relating to fees.

Further information regarding the process for making complaints can be found here [Guidance for the Public - The Taxation Disciplinary Board \(tax-board.org.uk\)](#)