

Gianni & Origoni is committed to providing a high quality legal service and to deal with all our clients fairly. However, if at any point you should become concerned or unhappy with the service that you receive we ask that you tell us immediately so that we can address the concern promptly. Please contact us for a copy of our full complaints policy.

If you have a complaint, please contact the partner responsible of the transaction or our Managing Partner with the details. You can write to london@gop.it, we will respond to you within 30 working days having completed an investigation into your complaint. This may involve reviewing your file and speaking to the staff involved in your matter. We may also contact you to ask for further information. In the event that we need more time to complete the investigation, we will inform you. Our response will detail what our findings are and, if we accept any part of the complaint, will outline any solutions we propose to resolve the situation.

In the event that you are not satisfied with our response and/or we have not been able to resolve your complaint within eight weeks, the Legal Ombudsman may be able to consider your complaint. They will look at your complaint independently and it will not affect how we handle your case. There are, however, restrictions to this service for organisations, as set out on the Legal Ombudsman's website (see below). Before accepting a complaint for investigation, the Legal Ombudsman will look to see that you have tried to resolve your complaint with us first. The contact details for the Legal Ombudsman are:

- Telephone: 0300 555 0333
- Minicom: 0300 555 1777
- E-mail: enquiries@legalombudsman.org.uk
- Website: www.legalombudsman.org.uk
- Address: Legal Ombudsman, PO Box 6168, Slough, SL1 0EH

You should normally bring any complaint to the Legal Ombudsman within six months of the end of our complaints process. In addition, you should be aware that the Legal Ombudsman may not accept your complaint if:

- more than one year from the date of the act or omission being complained about has elapsed; or
- more than one year from the date when you should reasonably have known there was cause for complaint has elapsed.

You can raise a complaint with the Solicitors Regulation Authority you if you are concerned about the conduct of the firm or where you think we have breached on of the SRA's [Principles](#), in some circumstances where we have failed to pay your professional fees, where you think we have been dishonest or discriminatory and there are some other circumstances detailed here [Solicitors Regulation Authority](#).