October 2026

Gates and Moloney Solicitors

Our Complaints Policy and Procedure

We will listen and deal sympathetically with any complaints against Norton Wagstaffe (West Sussex Ltd) trading as Gates and Moloney Solicitors. We will deal with complaints promptly. We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the individual who is working on your case to discuss any concerns and we will do our best to resolve any issues at this stage. If you would like to make a formal complaint, then our formal complaints procedure is set out below. Making a complaint about a service issue will not affect how we handle your case.

Procedure

If any client has a complaint against Gates and Moloney they can raise this with us by phone call, e-mail, or letter addressed to either Helen Norton or Gabrielle Wagstaffe.

We have up to 8 weeks to resolve a complaint.

The timescale for dealing with a complaint is as follows:-

1. We will acknowledge receipt of any complaint within 5 days of receiving it;

2. We will then retrieve the file and ask the client for full details of the complaint, either in writing or by interview/discussion within 14 days;

3. We will then discuss the matter with the fee earner within 5 days;

4. We will then respond in writing to the client with the outcome of the above investigation and give our views and conclusions, in writing, in relation to the complaint on behalf of Gates and Moloney. This response will be given in 14 days.

The client will not be charged any fees for our time spent dealing with their complaint.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

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Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

1. Within six months of receiving a final response to your complaint
   and
2. No more than one year from the date of the act/omission; or
3. No more than one year from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman please contact them:

Contact details:

Visit www.legalombudsman.org.uk

Call 0300 555 0333 between 9am to 5pm

Email enquiries@legalombudsman.org.uk

Legal Ombudsman

PO Box 6167

Slough

SL1 0EH

The Solicitors Regulation Authority can help you if you are concerned about any non-service aspect of the firm. This includes any issue that you believe should be considered by the professional regulator of solicitors. You can raise your concerns with the Solicitors Regulation Authority at www.sra.org.uk

Data Protection law

If you wish to make a complaint about how we use your data, please contact us and we will acknowledge your complaint within 30 days and we will comply with the Data Protection Act 2018 and the Data (Use & Access) Act 2025.