

**W T GUNSON STANDARD PROCEDURE  
FOR  
COMPLAINTS HANDLING**

The Partnership are committed to put in place a set procedure including a timescale for dealing with Client complaints.

The Partnership's procedure for handling such complaints is as follows:-

1. Dominic Stanger, who is a partner, has been appointed to deal with complaints, and the Client should not hesitate to contact him.
2. Where the Client complaint is initially made orally, the Client will be requested to send a written summary of the complaint to the person dealing with it.
3. Once we have received the Clients written summary of the complaint, we will contact the Client in writing within fourteen days to inform of our understanding of the circumstances leading to the complaint. The Client will be invited to make any comments that they may have in relation to this.
4. Within twenty-eight days of receipt of the written summary, the person dealing with the Clients complaint will write to the Client in order to inform of the outcome of the investigation into the complaint and to let the client know what actions have been or will be taken.
5. If the Client remains dissatisfied with any aspect of our handling of the complaints, then we will attempt to resolve this promptly through negotiations. If that is not successful we will use The Centre for Effective Dispute Resolution (CEDR).

Their contact details are:

70 Fleet Street  
London  
EC4Y 1EU

Tel: 0207 536 6000

Email: [info@cedr.com](mailto:info@cedr.com)