

COMPLAINTS PROCEDURE

If you have any complaint about the way in which your matter has been dealt with this is the procedure which will be followed.

A complaint is an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or detriment.

We aim to resolve any complaint you have about the service we have given you as quickly as possible. In the first place, please contact Liz Carroll (our client care officer) by post or email who will endeavour to resolve the complaint with you.

Once Liz has received your complaint, she will write to you within 7 days to explain how your complaint will be investigated (if a complete response to your complaint has not been made by that time). You will be told the latest date by which a complete answer will be given to your complaint (this should not be more than 28 days after Liz received your complaint). If you have made the complaint verbally – either at a meeting or on the telephone – we will set out in our full response our understanding of the nature of your complaint.

The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld we will offer remedial action or redress. This will be actioned promptly.

If you are dissatisfied with the way your complaint is handled please let me know in writing and I shall provide you with the contact details of a local conveyancer or solicitor who will conduct a separate review of your complaint for me. You will be told about the conclusion of this review within 28 days.

If after following the review process you remain dissatisfied with any aspect of our handling of your complaint, you may contact the Legal Ombudsman directly to ask them to consider the complaint further.

The Legal Ombudsman's contact details are as follows:-

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

Tel no: 0300 555 0333

www.legalombudsman.org.uk

enquiries@legalombudsman.org.uk

Unless it agreed there are good reasons not to do so, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint in accordance with the procedure set out above in the first instances. You can refer your complaint up to 6 months after you have received our final written response to your complaint. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. A complaint can be referred to the Legal Ombudsman up to six years from the date of the act or omission or up to 3 years after discovering a problem. The Ombudsman deals with service-related complaints; any conduct-related complaints will be referred to the Council for Licensed Conveyancers.

Alternative complaints bodies such as ADR Group <http://www.adrgroup.co.uk/> exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

Furthermore, if you made a valid claim against us for a loss arising out of work for which we are legally responsible, and we are unable to meet our liability in full, you may be entitled to claim from the Compensation Fund administered by the Council for Licensed Conveyancers (from who details can be obtained).

September 2020