



COMPLAINTS PROCEDURE

Introduction

We are committed to providing professional and high-quality legal advice and client care to all of our clients. We take complaints very seriously. If you feel that we have failed to achieve an acceptable standard of service, we want you to tell us about it. This will help us to improve our quality of service and give us the opportunity to resolve matters. We will investigate your concerns objectively and we will do our very best to generate a fair and expedient solution.

How to Complain

In the first instance, we would ask you to immediately discuss any concerns with the legal advisor who has conduct of your file. If you are not happy with the reply provided by the legal adviser then please provide the details of your concerns (by email, letter or telephone) to Yvette Howard, Director.

Where a Quick Resolution is Possible

Where it is possible, we will investigate your complaint and quickly resolve it to your satisfaction. In which case, this resolution will be recorded in writing to you within seven days of us receiving your complaint.

We keep a Central Register of any complaints and the action taken as a result.

Next Steps

If your complaint is not resolved to your satisfaction within seven days of us receiving your complaint, we will acknowledge your complaint within seven days and we will advise you of our proposed timeframe and action plan for dealing with your complaint. We may also ask you for further information which will help us assess your complaint more fully. If we consider it to be helpful to resolving matters, we will invite you to attend at our offices for a meeting to discuss, and to hopefully resolve, your complaint.

We aim to resolve or provide our final written response to your complaint within 28 days of receiving it. In extenuating circumstances, we may need additional time to deal with matters and, if this is the case, we will advise you.

If you are dissatisfied with the way that your complaint is handled, please confirm this in writing and Yvette Howard (Director), will conduct a separate review of your complaint.

Referral to the Legal Ombudsman

If you are not satisfied with the final response which you receive from us, you may refer your complaint to the Legal Ombudsman ('LeO'). The LeO expects complaints to be referred within one year from the date of the act or omission about which you have a concern, or within one year from when you should have known about your complaint.

The LeO will normally expect to see that any internal complaints procedure has been exhausted (within the previous six months) prior to considering your complaint. You can also refer your complaint to the LeO if we have not provided you with our final response within eight weeks of first receiving your complaint.

Contact Details:

Legal Ombudsman
PO Box 6167
Slough
SL1 0EH
Telephone: 0300 555 0333
E-mail: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Please note that the LeO deals only with service-related complaints and any conduct-related complaints will be referred to the Council for Licensed Conveyancers.

Accessibility

If you have any circumstances which make it difficult for you to complain or which result in you needing an adapted process to be employed, please let us know at the outset. We can then do what we can to assist you in view of such circumstances.

If you require a copy of this procedure in large print, then please ask a member of our team.

Consumer Information

If you make a valid claim against us for loss arising out of work for which we are legally responsible and we are unable to meet the liability in full you may be entitled to claim from the compensation fund administered by the Council for Licensed Conveyancers.