



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:

1. 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.
2. We aim to resolve any complaint you have about the service we have given you as quickly as possible. If you are unhappy with any aspect of our service please let me know in writing and I, Susan Cartin, shall look into your complaint.
3. Once I have received your complaint, I shall 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 be not more than 28 days after we received your complaint). If you have made the complaint verbally – either at a meeting or on the telephone – I will set out in my full response my understanding of the nature of your complaint.
4. The assessment of the complaint will be based upon a sufficient and impartial investigation. I will explain in writing my findings and, where the complaint is upheld I will offer remedial action or redress. This will be dealt with promptly.
5. If after following the review process you remain dissatisfied with any aspect of our handling of your complaint, you may contact directly the Legal Ombudsman to ask them to consider the complaint further: -

Legal Ombudsman

PO Box 6806
Wolverhampton
WV1 9WJ

Tel No: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

Unless it agrees 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 instance. 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.

If you make 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 whom details can be obtained).

Their contact details are as follows: -

The Council for Licensed Conveyancers

We Work

131 Finsbury Pavement

London

EC2A 1NT

Tel: 02072 508465

Website: www.conveyancer.org.uk