

COMPLAINTS PROCEDURE

We pride ourselves on receiving very few complaints and always strive to ensure that any we do receive are dealt with as swiftly as possible and to the complete satisfaction of the client. However, in the event that you are dissatisfied with any aspect of our service or conduct we are obliged, by our regulator, to give you the following information:

- If you are unhappy with any aspect of your transaction we ask that you first bring it to the attention of Sharon Petford on 01952 743739 or alternatively Melissa Dyke on 01952 743733.
- We are obliged to respond to written or oral complaints within seven days of receipt of the complaint to advise you how your complaint will be investigated unless the matter has already been resolved. In that response 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)
- We will assess the complaint based upon a full and impartial investigation, following which we will explain in writing our findings and, if the complaint is upheld, offer prompt remedial action or redress.
- If the complaint cannot be resolved by the director or person with the conduct of your file you may ask for the matter to be investigated by another director within the firm who will also adhere to the above criteria.
- If, after review by another director you remain dissatisfied with any aspect of our handling of the complaint you may contact directly the Legal Ombudsman to ask them to consider the complaint further. However, unless it agrees there are good reasons not to do so, the Legal Ombudsman will expect you in the first instance to allow us to consider and respond to your complaint in accordance with the procedure set out above.
- If the problem or when you found out about it happened before 1st April 2023, you can refer your complaint to the Legal Ombudsman usually if it meets all three of the following:
 - You are within 6 years of the problem happening **or** three years from when you found out about it; **and**
 - You are within six months of having received our final written response to your complaint
 - You can also refer your complaint to the Legal Ombudsman if we have not resolved your complaint within eight weeks after we received it.
- From 1 April 2023, the time limits for referring a complaint to the Legal Ombudsman will be no later than:
 - one year from the date of the act or omission being complained about; or
 - one year from the date when the complainant should have realised that there was cause for complaint and
 - You are within six months of having received our final written response to your complaint
- The Legal Ombudsman deals with service-related complaints only; it will refer any conduct-related complaints it receives to the Council for Licensed Conveyancers.

Details of the Legal Ombudsman are set out below:

- Tel: 0300 555 0333
- **Email:** enquiries@legalombudsman.org.uk
- Website: <http://www.legalombudsman.org.uk>
- Address: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

COMPENSATION

- 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”).

ALTERNATIVE DISPUTE RESOLUTION

- Alternative complaints bodies (such *Ombudsman Services, ProMediate and Small Claims Mediation*) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.
- We *do not* agree to use any of these complaints bodies.