

**COMPLAINTS PROCEDURE**

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Our aim is to always provide you with a high quality legal service. We are approachable and request that you tell us when something has gone wrong. 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 or 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 unable to reach a satisfactory conclusion of your complaint with the Director who has been dealing with your matter please refer your complaint to the other Director of the company who will independently look into your complaint.
3. Once we have received your complaint we 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 (this will be no more than 28 calendar days after we first receive 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.
4. 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 remediation action or redress. This will be actioned promptly.
5. If after following the Complaints Procedure 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: Telephone number 0300 555 0333 E-mail [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Website <http://www.legalombudsman.org.uk> Address Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
6. 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 Legal 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 of omission or up to 3 years after discovering a problem. The Legal Ombudsman deals with service related complaints; any conduct related complaints will be referred to the Council for Licensed Conveyancers.
7. There are alternative complaint bodies such as Ombudsman Services ([www.ombudsman-services.org](http://www.ombudsman-services.org)) which exist to deal with complaints about legal services. However, we do not propose to use them as we consider that the Legal Ombudsman is the most appropriate body.

Edkins Millward

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