

Complaints Procedure

This is the procedure *which* we will follow should you have a complaint about the way we have acted for you. This is the procedure we will follow:

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 are anxious to resolve any complaint you have about the service we have given you as quickly as possible. If you are unable to sort things out with the person who has been dealing with you, please contact our client care officer.
3. Once we have received your complaint, our client care officer, Mr Esmond Jenkins, 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 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 - 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 impartial investigation. We will explain in writing our findings and, where the complaint is upheld, 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:

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

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**.

6. Alternative complaints bodies (such as: Ombudsman Services [www.ombudsman-services.org], ProMediate [www.promediate.co.uk] and ADR Group [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.

7. We are governed by the CLC, details which can be found below:

Council for Licensed Conveyancers

WeWork
131 Finsbury Pavement
London
EC2A 1NT
Tel:020 3859 0904
Email:clc@clc-uk.org
DX 42615 Cheapside

Bampton Legal