



Complaints handling procedure

Our complaints policy for clients of Properts

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. Please take up any complaint with the fee earner responsible for your matter in the first instance. This will help us to improve our standards.

Our complaints procedure

If your complaint is not resolved by speaking to the person with the conduct of your matter then please write in with the details as soon as possible.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within ten working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. If the matter is a legal matter this will normally involve passing your complaint to our client care partner and the fee earner. Estate agency matter will be passed to the estate agency manager and the estate/lettings agent. We will review your matter file and speak to the member of staff who acted for you.
3. The client care partner/ fee earner/ estate agency manager/estate/lettings agents will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 21 working days of sending you the acknowledgement letter.
4. Within 10 working days of the meeting, the fee earner will write to you to confirm what took place and any solutions s/he has agreed with you.
5. If you do not want a meeting or it is not possible, the fee earner will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 28 working days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter to review the decision.
7. We will write to you within 21 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then you can either contact the Legal Ombudsman at PO BOX 6806 Wolverhampton WV1 9WJ about your complaint if this is a legal issue or The Property Ombudsman 43-55 Milford Street Salisbury Wiltshire SP1 2BP if the matter is estate agency related. Any complaint to the Legal Ombudsman or Property Ombudsman must be made within 12 months of the incident or within 12 months of you becoming aware of the incident that has given rise to the complaint and you have complained to ourselves in the last 6 months and are not happy with our response, but for further information, you should contact the Legal Ombudsman (03005550333 or refer to www.legalombudsman.org.uk). Property Ombudsman (01722333306 or refer to www.tpos.co.uk).

If we have to change any of the timescales above, we will let you know and explain why.

Client Care for Clients who Care