



## Complaints handling procedure

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 who is dealing with your matter, then please email them direct with the details of your complaint, and how you would like it to be resolved.

### What will happen next?

1. We will acknowledge 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 matters are also handled this way, as our estate agency team fall under the same SRA jurisdiction, with the exception of complaints related to rental matters, which are regulated by the Property Ombudsman. Estate agency complaints 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 relevant person 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 if a meeting is not possible, you will be invited to a zoom or similar video conferencing meeting, if this again 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 senior member of the firm 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, then you can either contact the Legal Ombudsman at PO Box 6167 Slough SL1 0EH about your complaint if this is a legal issue or a property sales/purchase issue. If you have a property rental issue, you should contact The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL.

9. In relation to the Legal Ombudsman you can refer a complaint to them 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 within 6 months of receiving our final letter where you have complained to ourselves and are not happy with our response, for further information, you should contact the Legal Ombudsman (03005550333 or refer to [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)). Property Ombudsman (01722333306 or refer to [www.tpos.co.uk](http://www.tpos.co.uk)).

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