



Complaints procedure

If you have any complaints regarding the services provided by my firm please note the following:

1. A complaint is an oral or written expressions 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 Terry or Matthew Ball.
3. Once we have received your complaint, Terry or Matthew will write to you within 7 days to explain how your complaint will be investigated. 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 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 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 you are dissatisfied with any aspect of our handling of your complaint, please feel free to contact Terry or Matthew who will conduct a separate review of your complaint. You will be told about the conclusion of this review within 28 days.
6. 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:~

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: <http://www.legalombudsman.org.uk/>

Legal Ombudsman
PO BOX 6167
Slough
SL1 0EH

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. You can refer your complaint to the Legal Ombudsman up to 6 years from the date of the act/omission or 3 years from when you should have known about the issue. You can also refer your complaint to the Legal Ombudsman if we have not resolved your complaint within 8 weeks after we received it. The Legal Ombudsman deals with service-related complaints only; it will refer any conduct-related complaints it receives to the Council for Licensed Conveyancers.

7 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). You should contact The Council for Licensed Conveyancer, CAN Mezzanine, 49-51 East Road, London N1 6AH Tel: 0207 250 8465. We have professional indemnity insurance and are subject to professional rules details of which can be obtained from CLC-UK.org.

8 We are required to keep your file relating to the sale of the property for six years and for a purchase for 15 years.