

CLIENT COMPLAINT PROCEDURE

We endeavour to provide a high quality service and endeavour to carry out our work on behalf of all Clients in a prompt, efficient and professional manner.

If you have any queries or concerns we invite you to raise these with the fee earner responsible for the conduct of your matter in the first instance.

Occasionally the fee earner is unable to resolve the issue to your satisfaction and in that event the following formal complaints procedure will be adopted:-

- 1 It would be helpful for your complaint to be made in writing addressed to James Tricker. Please set out your name, address your client reference (noted on all correspondence), the person dealing with the matter and the nature of your dissatisfaction. Alternatively send your complaint in email form to james@gvsconveyancing.com
- 2 We will send an acknowledgement within 5 working days of receipt of the complaint.
- 3 We will within 28 days of receipt of the complaint send you a substantive response or, where appropriate, offer an early appointment to discuss the situation with you.
- 4 If we are unable to give you a substantive response within this timescale we will write to you to explain the reason why and set out the timescale when you can expect a substantive response.
- 5 If you are not satisfied with the determination you should write to James Tricker within 7 days of receiving the determination from us setting out the reasons for your dissatisfaction.
- 6 We will review your complaint and where appropriate may offer to meet with you to discuss your concerns. Any review or offer of meeting will normally be sent within 10 working days of your referral to us. If we are not able to deal with the matter in that timescale we will write to you with an explanation and confirmation as to when you can expect to receive our determination.
- 7 We have 8 weeks to consider your complaint. If you are not satisfied with our handling of your complaint you may ask the Legal Ombudsman to consider your complaint. The Legal Ombudsman can be contacted on 0300 555 0333 at enquiries@legalombudsman.org.uk or at PO Box 6806 Wolverhampton WV1 9WJ. Normally you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint. Usually complaints must be made to the Legal Ombudsman within 6 years of the date of the reason for the complaint, or within 3 years of discovery of the reason for the complaint. Further details are available on the website – www.legalombudsman.org.uk

- 8 We will not charge you for handling your complaint but please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.
- 9 Please note the matter will be treated as resolved if there is no follow up from you within three months of any letter of substantive response.
- 10 Alternative complaints bodies (such as ProMediate and ADR Group) exist which are to use such a scheme. We do not agree to use such services.
- 11 The ombudsman deals with service related complaints; any conduct related complaints will be referred to the Council for Licensed Conveyancers.

USEFUL LINKS

Legal Ombudsman – <http://www.legalombudsman.org.uk>

EU Consumer Online Dispute Resolution – <http://ec.europa.eu/odr>

Our email address – james@gvsconveyancing.com