

CLIENT COMPLAINTS 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.

Please note that a complaint can be made by any reasonable means and this should be either in person, by telephone, by letter or by email.

Occasionally the fee earner may be unable to resolve the issue to your satisfaction and in that event, below is the procedure which will be followed:-

- 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 aim 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 James Tricker of 44 Hazelwood Road Northampton NN1 1LN, email address = james@gvsconveyancing.com or alternatively on telephone number 01604 232882.
- 3 Once we have reviewed your complaint, James Tricker 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 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 The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld will offer remedial action or redress. This will be actioned promptly.
- 6 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.
- 7 If 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 number: 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 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 one year from the date of the act or omission or one year from when the complainant should reasonably have known there was cause for complaint.

The Ombudsman deals with service-related complaints; any conduct related complaints will be referred to the Council for Licensed Conveyancers.

- 8 Alternative complaints bodies (such as ProMediate and ADR Group) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. We do not agree to use such services.
- 9 All stages of our complaints procedure are free.