



## COMPLAINTS HANDLING

The first point of contact for all complaints is Nadine Holland. All complaints should be referred to Nadine Holland in the first instance.

Complaints do not have to be in writing or refer to the word complaint. Complaints may be made in writing, by telephone, by email or in person.

The complaint will be acknowledged within 5 working days of receipt and we will advise how the complaint is to be dealt with. This will depend on the nature of the complaint and whether it requires a formal written response or whether a telephone conversation or face to face meeting would be more advantageous.

Our acknowledgment letter will contain a provision that they have the right to refer their complaint to the Legal Ombudsman if we cannot agree a resolution.

It is the firm's aim to provide a full response to the complaint within 15 working days from the date of the acknowledgement. If the complaint cannot be fully responded to within 15 working days from the date of acknowledgment then we will advise the complainant of this, the reason why we cannot fully respond and an indication as to when we expect to be able to provide a full response.

This will include the results of our investigations, the facts we have determined, our decision on what we conclude and why.

If the complaint is upheld, then we will advise the complainant what went wrong and what action we will be taking as a firm as a result. We will consider what remedy is suitable for the circumstances. This could range from an apology to financial compensation.

We will ask the complainant to confirm within 20 working days from the date of our response if they are happy with our findings or whether they still do not feel the matter has been resolved satisfactory.

Our full response letter will explain that if they still do not feel the matter has been resolved then we would like them to refer the matter back to us with their comments and proposals for reconsideration. This does not extinguish their right to refer their complaint to the Legal Ombudsman if we cannot agree a resolution.

If the complainant does not feel the matter has been resolved, we will reconsider our full response in light of any additional comments or proposals made by the complainant.

We will provide the complainant with our final response within 10 working days from the date we received the complainants response.

We will ensure our final response to the complainant contains a provision that they have the right to refer their complaint to the Legal Ombudsman if we cannot agree a resolution.

Complaints correspondence should be kept on the file and in a central complaints file.

The firm agrees to adhere with the Legal Ombudsman's procedures and timescales in relation to any complaints referred to it.