

## KEY PROPERTY LAWYERS LIMITED

### COMPLAINTS PROCEDURE

**If you have any complaint about the way in which your matter has been dealt with, this is the procedure which will be followed:**

1. A complaint is an oral or written expressions of dissatisfaction which alleges that the complainant as 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 Tobias Richmond on 01179 869790 or [toby@keypropertylawyers.co.uk](mailto:toby@keypropertylawyers.co.uk) Alternatively, if you are unable to sort things out with me please let me know in writing at: South Office Suite, First Floor, Westway Business Centre, Marksbury, Bath, BA2 9HN and I shall ask Janette Brown to look into your complaint.
3. Once we have received your complaint, Tobias Richmond 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 full our 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 Janette Brown, 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 No: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

<http://www.officeforlegalcomplaints.org.uk>

Legal Ombudsman

P O box 6806, Wolverhampton, WV1 9WJ

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 months after you have received our final written response to your complaint (and within 6 years from the date of the act or omission or 3 years of you discovering a problem). 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 the service related complaints only; it will refer any conduct-related complaints it receives to the Council for Licensed Conveyancers.

7. Since 2015 all law firms have to comply with an EU Directive on Consumer Alternative Dispute Resolution which makes you aware of additional ADR entities. Alternative complaints bodies such as ProMediate and Small Claims Mediation exist which are competent to deal with complaints about legal services. Further information can be found at <https://www.gov.uk/government/publications/small-claims-mediation-service-ex730>

8. We agree to use Small Claims Mediation.