



Complaints Procedure

What you need to know about
our complaints procedure



Our aim is to provide a service of the highest possible standard at all times. We are committed to investigating and resolving complaints and service issues quickly and effectively.

Our complaints procedure differentiates between service issues which may be dealt with on an informal basis and more serious formal complaints.

! Complaints Process

Conveyancer Contact

In the event that you are not satisfied with the service you have received or in the event that you have serious concerns in relation to your transaction, please raise these issues with your Conveyancer, either in writing or by telephone, in the first instance.

Upon receipt of your communication, your Conveyancer will discuss the issues raised and will look to agree a resolution plan with you as quickly as possible - during the same working day whenever possible.

Supervisor Intervention

In the event that you have exhausted the issues you have with your Conveyancer and you are not satisfied that any proposed resolution plan is being followed, please escalate your complaint.

All complaints or service issues should ideally be directed through our website at:

www.conveylaw.com/complaints

Alternatively you may contact us by letter or telephone.

Upon receipt of your complaint a Conveyancing Supervisor will be allocated to assist you and will contact you by telephone on the same day as we receive your complaint if possible. The Conveyancing Supervisor will ascertain the issues that need to be addressed and will work with you and your Conveyancer to implement a satisfactory resolution plan.

Wherever possible a written resolution plan will be emailed to you within 48 hours detailing the agreed course of action to alleviate the issues raised and a clear pathway on the future progression of your transaction.

Conveyancing Manager or Legal Director Intervention

In the unlikely event that the Conveyancing Supervisor has not been able to manage or resolve the issues or complaint we may appoint a Conveyancing Manager or Legal Director to review your case.

All complaints and service issues are recorded in our Complaints Portal. Complaints are reviewed regularly to ensure that we learn from the issues raised moving forward.



! Formal Complaints Process

Formal Complaint - Stage A

In the event that our initial Complaints procedure has been extinguished and the issues raised have not been resolved, the following procedure will be adopted:

- 1 A Conveyancing Manager - Supervisor or Legal Director will request that you outline your complaint to us in writing.
- 2 We will acknowledge receipt of your complaint by email within 5 working days and record your complaint in our Complaints Portal; we will confirm the contact details of the person dealing with your complaint and request any additional information from you.
- 3 Within 20 working days of receipt of your initial complaint, we will email you with a report detailing our investigation of your complaint, with suggestions for resolution wherever possible. Where we are unable to meet these timelines, we will update you on the reasons for any delay. Our report will include a clear explanation of our assessment and decision on the complaint and any offer of remedial action or redress where a complaint is upheld. You will also be given the opportunity to discuss the issues raised with the individual dealing with your complaint. Our response will include details of our Complaint Handling Appeal Procedure (Stage B below) and information on your Right to refer to the Legal Ombudsman (Stage C below).





Appeal Process - Stage B

In the event that you are still not satisfied, please notify us of your dissatisfaction in writing. We will email you to confirm that the matter will be escalated to a Conveyancing Manager or Legal Director for adjudication. We will look to discuss the issues of discord with you. An appeal decision report will be provided to you within 20 working days of receipt of your appeal.

Formal Complaint - Stage C

In the event that you are still not satisfied, after having fully extinguished our internal complaints procedure, you may contact the Legal Ombudsman to consider the complaint.

The Legal Ombudsman will not deal with your complaint until 8 weeks have elapsed since the implementation of our formal complaints procedure. The Legal Ombudsman deals with service related complaints only and will refer any conduct related complaints to The Council for Licensed Conveyancers.

You will need to complain to the Legal Ombudsman within 6 months of receiving our final response at Stage A or within 6 years from the date of the act or omission giving rise to the complaint or within 3 years from the date you should reasonably have known there are grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago).

However, please note that from 1 April 2023 these time limits are changing. From the 1 April the Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. The requirement to refer your concerns to the Legal Ombudsman within six months of our final response to you remains the same.

The contact details for the Legal Ombudsman are as follows:

Tel no: **0300 555 0333** | Email: **enquiries@legalombudsman.org.uk**

Website: **www.legalombudsman.org.uk**

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

! Conclusion

It is our policy at Convey Law to provide you with a service of the highest possible standard at all times. We will endeavour to resolve complaints thoroughly and expeditiously and provide a pragmatic solution to the issues raised wherever possible.

