

Leasehold Law LLP

Woolwich House, 43 George Street, Croydon, CR0 1LB

Complaints Procedure

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1 Policy statement

- 1.1 We are committed to providing an excellent legal service to all of our clients. However, when something goes wrong you may wish to tell us about it. This will help us to improve our standards.

2 Who is covered by this policy?

- 2.1 This policy applies to all of our clients and for prospective clients.

3 Who do I contact?

- 3.1 If you have a complaint, please report the matter to your adviser and their supervisor in the first instance. The supervisor's details will be set out in your initial client care documentation.
- 3.2 If the complaint is not dealt with to your satisfaction, please contact Rachel Ashton, our Client Care Solicitor, in writing, setting out details of your complaint.

4 The Procedure

- 4.1 Initial Stage - Within three working days of lodging your written complaint with Rachel Ashton, we will send you a letter acknowledging your complaint. Your complaint will be lodged in our central register and we will open a complaints file.
- 4.2 Investigation - We may then ask you to confirm or explain details with regard to your complaint. At the same time, we will ask your adviser for their file, which we will review. We will then assess your complaint.
- 4.3 Meeting - if appropriate, we will invite you to a meeting with Rachel Ashton to discuss your complaint, in the hope that it can be resolved. We would hope to be in a position to arrange this meeting to take place within 14 days after first acknowledging your complaint. It may not always be appropriate to meet, in which case Rachel Ashton will write to you to set out the reasons why.
- 4.4 Written Report - Within five working days of any meeting, or within twenty one days in a case where a meeting is not appropriate, we will write to you to confirm the outcome of our investigation. We will recommend a way forward and deal with any redress that we feel would be appropriate.
- 4.5 Response to written report - If you are not satisfied with the outcome, please let us know within twenty one days, setting out your reasons why. If appropriate, a meeting may be arranged, which will take place within fourteen days of receiving notification from you that you are dissatisfied with the outcome. If a meeting is not appropriate, either:-

- a) Rachel Ashton will review her original decision in light of any additional information provided by you or
- b) We will arrange for another partner in the firm who has not been involved in your complaint to review it.

We will let you know the result of the review within fourteen days of either the meeting or from receipt of your response expressing dissatisfaction. We will do this in writing setting out our final decision, and explaining our reasons.

5 What to do if you are still not satisfied

5.1 If you are still not satisfied, you can contact the Legal Ombudsman (details below) about your complaint. We very much hope this will not be necessary.

5.2 Any complaint to the Legal Ombudsman should be brought within six months of receiving a final written response from us about your complaint and within six years from the date of the act or omission, or three years from when you should have known about the act or omission.

6 Contacts

Rachel Ashton

Woolwich House,
43 George Street,
Croydon,
CR0 1LB
T: 020 8688 1519
E: rashton@leasehold-law.com

Legal Ombudsman

PO Box 15870, Birmingham, B30 9EB
T: 0333 555 0333
E: enquiries@legalombudsman.org.uk
W: www.legalombudsman.org.uk