

TOTAL CONVEYANCING SERVICES COMPLAINTS HANDLING PROCEDURE

Complaints Policy

We are committed to providing a professional, efficient and high-quality legal service to all our clients. Any expression of dissatisfaction about the service you have received from Total Conveyancing Services will be considered seriously. We regard it as an opportunity to monitor and improve our quality of service for future purposes. We will investigate your concerns objectively and try to generate a positive and speedy solution. You will not be charged for making a complaint.

The effective handling of a complaint can only be achieved fully by us taking a proper account of any complainants' individual needs, including those complainants who may be vulnerable. A complainant may be vulnerable because of a range of characteristics, such as low literacy levels; disability; distress; limited knowledge of, or limited skills in, use of English; or lack of knowledge of their legal entitlements. Vulnerability can only be assessed on a case-by-case basis. If you believe you may be considered vulnerable, please inform us as soon as possible so that we can take this into account when handling your complaint.

Complaints Procedure

We are confident that we will at all times deliver a high standard of customer service. If, however, there is something which you are unhappy with, please contact your Case Handler in the first instance to enable them to review the issue in the hope it can be swiftly dealt with. If this does not assist, please contact your Case Handler's Manager. If they are unable to resolve the issue, then the final internal process is to refer the matter in writing to our Quality and Customer Standards Department, Total Conveyancing Services, Bickerton House, Lloyd Drive, Cheshire Oaks Business Park, Cheshire, CH65 9HQ.

Timescales for dealing with a Complaint

Now that we have received a complaint from you the following process will be instigated;

1. We will send you a letter acknowledging receipt of your complaint within **two working days** of us receiving your complaint. If necessary, we will ask you to provide us with further details/information. We will also let you know who will be handling your complaint.
2. We will then record your complaint in our Complaints Register. We will start to investigate your complaint. This will normally involve us reviewing the file and discussing the conduct of your case with the case handler who dealt with this matter on your behalf.

3. Once a full internal investigation into your complaint has taken place, we will send a formal response to you informing you of our findings within **7 working days** of receipt of receiving the complaint.

4. The assessment of your complaint will be based upon a detailed, sufficient and fair investigation. If we require more time to investigate the matter, we will notify you and confirm the likely timescales involved but in any event a full response informing you of our findings will be sent to you within 28 days of receiving the complaint from you.

5. If after following the review process you remain dissatisfied with any aspect of our internal handling of your complaint, you may contact directly the **Legal Ombudsman** to ask them to consider the complaint further:

Their contact details are as follows;

Tel No: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Address: Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

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 within six years of you discovering a problem, or three years from the date you should reasonably have known there were grounds for complaint. The Legal Ombudsman deals with service-related complaints only; they will refer any conduct-related complaints to the Council for Licensed Conveyancers.

6. Alternative complaints bodies (such as Promediate (www.promediate.co.uk) and Small Claims Mediation (www.small-claims-mediation.co.uk)) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. However, we do not agree to use Promediate nor Small Claims Mediation.