



# Complaints Procedure

*Revised July 2024*

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service that we are providing to you then you should inform us immediately so that we can do our best to resolve the problem for you.

If you have a 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 expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or detriment.
2. In the first instance it may be helpful to contact the individual who is working on your case and / or their Team Leader to discuss any concerns. Your initial letter confirming we are able to act for you sent at the start of your transaction, will detail the Team Leader. If you remain unhappy after contacting them, or prefer not to involve them, then please contact our Complaints Handler as follows:
  - By email to: [complaints@leadingpropertylawyers.co.uk](mailto:complaints@leadingpropertylawyers.co.uk)
  - By post to: 5<sup>th</sup> Floor Delphinian House, Riverside, New Bailey Street, Manchester, M3 5FS
  - By telephone — 0333 305 5189 We will do our best to resolve any issues at this stage.
3. Once we have received your complaint, the Complaints Handler will write to you within 7 days to acknowledge receipt of your complaint and contact you by telephone, a full reply to your complaint will be sent within 28 days of that acknowledgment. This period will enable us to carry out a thorough review of your file, undertake a full investigation into your complaint, and provide you with a detailed response. If you have made a complaint verbally – either at a meeting, or on the telephone – we will set out, in our full response, our understanding of the nature of your complaint.
4. The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld, offer remedial action, or redress. This will be actioned promptly.

5. If you are dissatisfied with our response, you may raise an appeal. Your appeal, together with any additional information provided will be considered and reviewed by the Head of Operations, Louise Stephens-Pantoja. In the first instance, you should address your appeal to our Complaint Handler (contact details above) who will acknowledge your further contact and notify you that the Head of Operations has been appointed. The Head of Operations will conduct a separate review of your complaint and 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 take your complaint to the Legal Ombudsman to ask them to consider the complaint further.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving our final response to your complaint and
- No more than one year from the date of act/omission about which you are concerned; or
- No more than one year of you realising there was a concern.

The Legal Ombudsman's contact details are as follows:

Legal Ombudsman PO Box 6167  
Slough  
SL1 0EH  
Tel: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: <http://www.legalombudsman.org.uk>

## The Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. You can raise your concerns with the Solicitors Regulation Authority.

## Alternative Dispute Resolution Schemes

Alternative complaints bodies (such as Ombudsman Services) 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 currently agree to use this Alternative Dispute Resolution service in view of the availability of the independent Legal Ombudsman Service established under the Legal Services Act 2007.