# Conveyancing Direct Complaints Procedure

We aim to provide a high standard of service, and we work hard to ensure your transaction goes as smoothly as possible. If you have any concerns, we want to put things right.

If you are unhappy about the way we are dealing with your matter, please tell us so that we can do our best to resolve the problem for you.

1. In the first instance please make your concerns known to your case handler or their immediate line manager. They will work with you to resolve any issues you have.

2. If you are unable to reach a satisfactory resolution with your case handler or their line manager, please contact: complaints@cdpll.co.uk. If you would rather write to us, our contact address is Head of Legal Practice, Conveyancing Direct, Windmill Road, St Leonards on Sea, East Sussex, TN38 9BY.

3. Please set out the complaint in your own words. AI generated complaints can make it difficult for us to understand what happened and can lack appropriate context. AI generated standard template complaints and content may not be correct or reliable.

4. If we receive a complaint, we will acknowledge in writing within 7 days. You can expect to receive a full response no more than 28 days after we receive your initial complaint. We may need to ask clarifying questions, which can cause a delay to these timescales.

5. If your complaint identifies legal or technical issues which can be complex or require detailed investigation, we may need longer than 28 days to investigate and respond fully, but we will keep you informed. In any event we will respond within the 8 weeks required by the Legal Ombudsman.

6. We will assess your complaint fairly, explain our findings in writing and, if we accept the complaint, we will offer prompt remedial action or redress. If you have made the complaint verbally, we will set out our understanding of the nature of your complaint in our response.

7. If you are dissatisfied with the way we have dealt with your complaint, you can request a review by a senior manager within our company. We will tell you about the conclusion of this review within 28 days. We will explain how to ask for this review in our initial response to you.

8. We will always want to resolve your complaint internally, but if we are unable to do so you can contact the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers in accordance with set time limits. Please note that from 1 April 2023 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.

9. You can contact the Legal Ombudsman by:
   Telephone: 0300 555 0333
   Email on enquiries@legalombudsman.org.uk
   Post: Legal Ombudsman, PO Box 6167, Slough SL1 0EH

   Unless that there is a good reason, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint first.

10. We are obliged to tell you that alternative complaints bodies (such as ProMediate (www.promediate.co.uk) can deal with complaints about legal services where both parties wish to use them. This company does not use them because we aim to resolve complaints using our internal Complaints Procedure, and where this is not possible you can refer the complaint to the Legal Ombudsman. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving your complaint.

11. The Legal Ombudsman deals with service-related complaints. Any complaints considered to be conduct related will be referred to the Council for Licensed Conveyancers. The decision to refer to the Council for Licensed Conveyancers must be taken by the Ombudsman.