

## Conveyancing Direct Complaints Procedure

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations, for reasons within or outside of our control.

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. We aim to resolve any complaint you have about the service we have given you as quickly as possible.

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. In the first instance please make your complaint 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@cdpl.co.uk](mailto:complaints@cdpl.co.uk)

If you wish to submit your complaint by post our contact address is: Head of Legal Practice, Conveyancing Direct, Windmill Road, St Leonards on Sea, East Sussex, TN38 9BY

3. Once we have received your complaint one of our dedicated managers will write to you within 7 days to explain how your complaint will be investigated. If a complete response to your complaint has not been made by that time you will be told the latest date by which a complete answer will be given to your complaint. This should be not more than 28 days after we receive your complaint.

If you have made the 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 will offer remedial action or redress. This will be actioned promptly.
5. If you are dissatisfied with any aspect of our handling of your complaint, you will be given the opportunity to request a review of your complaint by a senior manager within our company. You will be told about the conclusion of this review within 28 days. The process for this request will be set out within your full response to your complaint.
6. If, after following the review process, you remain dissatisfied with any aspect of how we handled your complaint, you may contact the Legal Ombudsman to ask them to consider the complaint further. Their contact address is:

Tel no: 0300 555 0333

E-mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Legal Ombudsman

PO Box 6806, Wolverhampton, WV1 9WJ

Unless it is agreed that there is a good reason not to do so, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint in accordance with the above procedure in the first instance.

You may refer your complaint to the Ombudsman up to 6 years from the date of the act/omission or 3 years from when the complainant should have known about the issue. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving your complaint.

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.