

## Complaints Procedure

We strive to offer our clients a friendly and efficient service. Naturally we hope you will have no concerns, however, if we give you a less than satisfactory service we will do everything reasonably possible to rectify matters.

If you have any complaints about the way in which your matter has been dealt with please in the first instance refer this to Sharon Holland whose contact details are:

Post: Loweswater Suite, Paragon Business Park, Chorley New Road, Horwich, BL6 6HG  
Email: [sharon@amitylaw.co.uk](mailto:sharon@amitylaw.co.uk)  
Tel: 01204 546570

We aim to resolve any complaint you have about the service we have given you as quickly as possible. We shall acknowledge your complaint and provide a written response within 7 days of receipt of your complaint. Where a response cannot be provided within 7 days we will write to you explaining the reasons for the delay and commit to responding within 28 days of receipt of your initial complaint. All complaints will be handled impartially, comprehensively and promptly. Our response to your complaint will be based upon a sufficient and fair investigation.

We will explain clearly in writing our findings and where the complaint is upheld will offer remedial action or redress.

### **The Legal Ombudsman Service**

If following receipt of our final outcome of our investigations you remain dissatisfied with any aspect of our handling of your complaint, you can ask the Legal Ombudsman at Legal Ombudsman, PO Box 6167, Slough SL1 0EH, [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk), telephone 0300 555 0333 to consider the complaint. 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 to the Legal Ombudsman up to 6 months after you have received our final written response to your complaint or if we have failed to respond to your complaint within 8 weeks of receiving it.

A complaint can be referred to the Legal Ombudsman within one year of the problem you are complaining about happening, or if the problem occurred more than one year ago, you need to refer your complaint to them within one year of you becoming aware of the problem. The Ombudsman deals with service related complaints; any conduct related complaints should be referred to the Council for Licensed Conveyancers, WeWork, 131 Finsbury Pavement, London EC2A 1NT.

### **The Council For Licensed Conveyancers**

The Ombudsman deals with service related complaints; any conduct related complaints should be referred to the Council for Licensed Conveyancers, WeWork, 131 Finsbury Pavement, London EC2A 1NT.

If you make a valid claim against us for a loss arising out of work for which we are legally responsible, and we are unable to meet our liability in full, you may be entitled to claim from the Compensation Fund administered by the Council for Licensed Conveyancers from whom details can be obtained.

### **Alternative Dispute Resolution**

As part of our commitment to resolving any complaint satisfactorily we would agree to use a recommended dispute resolution service approved by The Chartered Trading Standards Institute, for example ProMediate and Small Claims Mediation.