

## **If you have any issues with our service to you**

At Clutton Cox, we strive for excellence and providing a clear and accurate legal service in a timely manner. We also pride ourselves in being approachable and fast-moving.

We've put our complaints procedure in a visual format which you can access **here**.

Client satisfaction is a priority for us and we have won awards for customer service based purely on feedback from our clients.

We welcome hearing from you if you ever believe that our service has fallen short of these standards

### **How Do I Let You know I Am Dissatisfied?**

We hope you will not have any reason to complain, but in case you do, you should follow the procedure below.

The time limits for bringing a complaint to our attention are set out in our Terms and Conditions of Business, namely within six months of the end of the matter on which you instructed us, or within three months of you becoming aware of the circumstances giving rise to your complaint, whichever is the later.

#### **First Steps**

- In the first instance, please raise your concerns directly with the person dealing with your case or transaction by email, post or over the phone.
- If you feel that it is too delicate for you to raise this directly with them, or they have not addressed all your concerns to your satisfaction, you should raise your concerns with their manager. Their manager's name will be mentioned in our engagement letter to you, sent at the beginning of your case or transaction. Alternatively, you may simply ask your lawyer for their manager's name or just ring us to request that information.
- If neither your lawyer nor their manager can resolve your concerns to your satisfaction, your complaint will reach the second stage.

#### **Second Steps**

- You may progress your complaint to our Compliance Officer for Legal Practice, Paul Hajek.
- When you do so, please set out as much detail as possible regarding your complaint. You may find the template letter on the Legal Ombudsman's website useful (<http://www.legalombudsman.org.uk/>).
- We prefer to receive your complaint by post or email as we can then make sure we reply to all the points you raise:

Clutton Cox Conveyancing,

Parliament House, 4 High Street, Chipping Sodbury, Bristol BS37 6AH

- We will acknowledge receipt of your complaint within five working days.
- We will tell you how long it will take us to investigate your complaint. This normally is around three or four weeks but it could be less or more (either due to the circumstances of your complaint, illness or holidays). In any event it should never be more than eight weeks after acknowledging receipt of your complaint.
- We will review your file and if necessary talk to the person dealing with your case.
- We will send you the result of our investigation by email or post, depending on how you contacted us in the first place or any preference you may have. We may also offer to meet with you to discuss your complaint and resolve it.
- If we agree with you and we find the service you received was not as we would have liked it to be, we will work with you to try to find a way to resolve your complaint.
- If we find that your complaint does not support a finding of poor service we will let you know the reasons why. We will let you know what to do if you are unhappy with our decision: we will tell you whether we agree to use Alternative Dispute Resolution, or whether your complaint can proceed to Stage 3.

### **Third Steps**

- If you remain unhappy, you have the right to complain to the Legal Ombudsman, an independent and impartial body, but you must do so within 6 months of our final letter to you, which we will always make clear when sending our final letter. The Ombudsman's contact details are:

Legal Ombudsman

PO Box 6806

Wolverhampton WV1 9WJ

Telephone: 0300 555 0333

Email address: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)