

## **West Coast Conveyancing Ltd: Complaints Policy**

We are committed to providing a high quality service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards and resolve any problems as quickly as possible.

### **Our Complaints Procedure**

1. If you have a complaint, please contact Julian Ings, our Client Care Director. You can contact him at 70 High Street, Barry CF62 7DW or by telephone on 01446 725180.

If Julian Ings is not available to deal with your complaint or if it would be inappropriate for him to do so, we will appoint another director of West Coast Conveyancing Ltd.

2. We will send you a letter or an email acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our letter or email within three days of us receiving your complaint.
3. We will record your complaint in our central register and open a file for your complaint. We will do this within three days of receiving your complaint.
4. We will then assess your complaint on the basis of a sufficient and impartial investigation and invite you to meet with the Client Care Director to discuss and hopefully resolve your complaint or to decide an appropriate course of action. If we cannot do this within seven days, we will send you a letter or an email to let you know the latest date (within twenty-eight days) by which we will be able to do so.
5. Within seven days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter (if any). This will happen within seven days of us completing our investigation.

6. If you are dissatisfied with any aspect of our handling of your complaint, please contact any of the directors of the firm; their names can be found on all letters sent to you by us. They will conduct an independent review of your complaint. We will let you know the result of this review within twenty-eight days. At this time we will write to you confirming our final position on your complaint and explaining our reasons.

## External Bodies

7. If after following the review process you remain dissatisfied with any aspect of our handling of your complaint, you may contact directly the Legal Ombudsman to ask them to consider the complaint further:

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ  
Tel no: 0300 555 0333  
Email:enquiries@legalombudsman.org.uk

Unless it agrees there are good reasons not to do so, 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 up to 6 months after you have received our final written response to your complaint. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. A complaint can be referred to the Legal Ombudsman up to six years from the date of the act or omission or up to 3 years after discovering a problem. The ombudsman deals with service-related complaints; any conduct related complaints will be referred to:

Council for Licensed Conveyancers.  
WeWork  
131 Finsbury Pavement  
London  
EC2A 1NT  
Tel: 02038 590904  
Email: clc@clc-uk.org

8. Alternative complaints bodies (such as Ombudsman Services, ProMediate and ADR Group) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

West Coast Conveyancing Ltd  
Licensed Conveyancers