



andrew gordon & co.
LICENSED CONVEYANCERS
COMMISSIONERS FOR OATHS

COMPLAINTS POLICY

We are confident of providing a high quality service in all respects. If, however, you have any queries or concerns about our work for you, please raise them in the first instance with the person who is dealing with your transaction. If this is not appropriate please direct your enquiry to our Practice Manager Natalie Hartop.

✉ 183 Watling Street West, Towcester, Northamptonshire NN12 6BX

☎ 01327 354456

📧 info@gordonlaw.co.uk

We will accept complaints in person (by prior appointment), by telephone, email or in letter format. If a verbal complaint is made we will write to you outlining our understanding of your complaint and would ask you to respond as quickly as possible if there has been any misunderstanding.

All complaints will be acknowledged within 7 days of receipt and if we are unable to fully respond within that time, we will advise you of the anticipated timescale that will apply and explain how the matter is being investigated. We will always endeavour to deal with your complaint as quickly as possible within 28 days. The assessment of your complaint will be based upon a sufficient and fair investigation.

Where a complaint is upheld we will offer remedial action or redress and action the same promptly.

If you remain dissatisfied with our response or the way in which your complaint has been handled please let us know in writing. We will arrange for an Independent Solicitor or Licensed Conveyancer to review the complaint for you. In these circumstances you will be advised of the outcome within 28 days of your written request.

Thereafter, if the matter has still not be resolved to your satisfaction you may refer your complaint to the Legal Ombudsman:-

✉ PO Box 6806, Wolverhampton WV1 9WJ

☎ 0300 555 0333

📧 enquiries@legalombudsman.org.uk

Full details of the complaints procedure followed by the Ombudsman can be viewed on their website www.legalombudsman.org.uk alongside their leaflet "What to do if you have a complaint" which is available to view or download. Complaint referrals to the Legal Ombudsman must be made within 12 months of our final written response.

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, before they will consider it. Please note that you can also refer your complaint to the Ombudsman if we have not resolved your complaint within 8 weeks from the date we receive the same. You can refer your complaint up to 12 months after you have received our final written response to your complaint.

A complaint can be referred to the Legal Ombudsman up to six years from the date of the act or omission or up to three years after discovering a problem. The Ombudsman deals with service related

complaints; any conduct related complaints will be referred to the Council for Licensed Conveyancers.

All firms of Licensed Conveyancers must attempt to resolve problems that arise with their services. It is therefore important that you raise any concerns you may have with us at the earliest opportunity. We value your instructions and would not wish to think you have reason to be unhappy with us.

For further information regarding this you may wish to visit the Council for Licensed Conveyancers website www.clc-uk.org/consumers/reporting-problems.

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 to you in full, you may be entitled to claim from the Compensation Fund administered by the Council for Licensed Conveyancers, and from whom such details may be obtained.

In order to comply with the EU Directive on Consumer Alternative Dispute Resolution, we must also inform you that certified alternative dispute resolution services are available from complaints bodies such as Small Claims Mediation (telephone 0800 167 0700 email admin@small-claims-mediation.co.uk) which are able to deal with complaints about legal services should both you and ourselves wish to use such a scheme.

Andrew Gordon & Co. do not agree to use the Small Claims Mediation alternative dispute resolution scheme.