



Complaints Policy

We are confident of providing a high quality service in all respects. However if you have any queries or concerns about our service, 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 Aimee Chester.

✉ Andrew Gordon & Co 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. If we are unable to fully respond at that time we will advise you as to how the matter will be investigated and when you should expect to hear from us. We will always endeavour to deal with your complaint within 28 days and as quickly as possible. 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 a Director within this firm 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

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.

Full details of the complaints procedure followed by the Ombudsman can be viewed on their website

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 6 months after you have received our final written response to your complaint.

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. Further details may be obtained from their website.

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 which are able to deal with complaints about legal services should both you and ourselves wish to use such a scheme.

☎ 0300 123 4593

✉ scmreferrals@hmcts.gsi.gov.uk

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

Please note that Andrew Gordon & Co Licensed Conveyancers is a trading name of Gordon Law Limited. Where this policy refers to "Andrew Gordon & Co", "we", "our" or "us" it is referring to Gordon Law Limited (Company Number 07948491).