



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 seven 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 twenty-eight 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 twenty-eight days of your written request. Thereafter, if the matter has still not been resolved to your satisfaction you may refer your complaint to the Legal Ombudsman:-

✉ PO Box 6167, Slough, SL1 0EH
☎ 0300 555 0333
📧 enquiries@legalombudsman.org.uk

Normally, a complaint can only be referred to the Legal Ombudsman if the complaint has not yet been resolved to your satisfaction within eight weeks of your complaint being made to us. Ordinarily you must make any complaint to the Legal Ombudsman within six months of the date of our final written response to your complaint, and no later than one year from the date of the act or omission being complained about; or one year from the date the complainant should have realised there was a cause for complaint. 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. [How To Complain | Legal Ombudsman](#)

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 dissatisfied with our service.

For further information regarding this you may wish to visit the Council for Licensed Conveyancers website www.clc-uk.org/consumers/reporting-problems. Alternatively, their postal address is:

✉ 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 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 ("ADR"), 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 and Co believes that the Legal Ombudsman offers our clients the most appropriate forum to seek resolution of their concerns. Therefore, we have not adopted an alternative ADR procedure and do not agree to use another ADR organisation.

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).