

Complaints Procedure

In the event that you have any complaint about the way in which your matter has been dealt with by Select Conveyancers, please submit your complaint to:-

Peter Dodd (Director/Principal) at Suites 11 & 12 Webb House, 20 Bridge Road, Park Gate, Southampton SO31 7GE. Email – peter@selectlaw.co.uk Telephone 01489484950

1.	A complaint is an oral or written expressions of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or detriment.
2.	We aim to resolve any complaint you have about the service we have given you as quickly as possible. If you are unable to sort things out with us please let me know in writing and the matter must then be referred to the Legal Ombudsman .
3.	Once we have received your complaint we will write to you within 7 days to explain how your complaint will be investigated, if a complete response to your complaint has not been made by that time. You will be told the latest date by which a complete answer will be given to your complaint (this should be not more than 28 days after we received your complaint). If you have made the complaint verbally - either at a meeting or on the telephone - we will set out in our full response our understanding of the nature of your complaint
4.	The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld will offer remedial action or redress. This will be actioned promptly.
5.	<p>If 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:</p> <p>Tel no: 0300 555 0333</p> <p>Email:enquiries@legalombudsman.org.uk mailto:Website: http://www.legalombudsman.org.uk/</p> <p>Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ</p> <p>The Legal Ombudsman will expect you to allow us to consider and respond to your complaint in accordance with the procedure referred to above in the first instance. The Ombudsman will require that our firm responds to your complaint within eight weeks of receiving it. Once we have issued our final response to your complaint, if you are not satisfied with our response, you must refer your complaint to the Ombudsman within six months of our final response. You must also refer your complaint to the Ombudsman within one year of the problem you are complaining about happening, or if the problem occurred more than one year ago, you need to refer your complaint to the Ombudsman within one year of you becoming aware of the problem.</p>

The Ombudsman deals with service-related complaints; any conduct-related complaints will be referred to the Council for ***Licensed Conveyancers*** (CLC)

Contact details for the CLC are as follows:-

Address: 131 Finsbury Pavement, London EC2A 1NT

Telephone: 02038590904

Website: www.clc-uk.org

Alternative complaints bodies (such as Ombudsman Services – **www.ombudsman-services.org**) exist which are competent to deal with complaints about legal services should both you and our firm wish to us such a scheme. We confirm that we agree to use Ombudsman Services.