

## **Goodwills Legal Services Ltd: Complaints Procedure**

We are committed to providing a high quality legal 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.

If you have any complaint about the way in which your matter has been dealt with this is the procedure which will be followed:

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. If you have a complaint, contact us with the details. We accept complaints both orally and in writing.
  2. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint.
  3. We will record your complaint in our central register and open a separate file for you complaint. We will do this within a day of receiving your complaint.
  4. We will then start to investigate your complaint. This will normally involve the following steps.
    - We will pass your complaint to one of Sunil Kambli, Rakash Mattu or Hugh Storer, our client care Managers, within 3 days.
    - One of them will ask the member of staff who acted for you to reply to your complaint within 3 days.
    - One of them will then examine their reply and the information in your complaint file. If necessary, one of them may also speak to the member of staff. This will take up to 3 days from receiving their reply and file.
  5. One of Sunil Kambli, Rakash Mattu or Hugh Storer will then invite you to a meeting or telephone you to discuss and hopefully resolve your complaint. One of them will do this within 3 days.
  6. Within 2 days of the meeting, one of Sunil Kambli, Rakash Mattu or Hugh Storer will write to you to confirm what took place and any solutions either of them has agreed with you.
- If you do not want a meeting or it is not possible, one of Sunil Kambli, Rakash Mattu or Hugh Storer will send you a detailed reply to your complaint. This will include their suggestions for resolving the matter. One of them will do this within 3 days of completing the investigation.
7. At this stage, if you are still not satisfied you can contact us again. We will then arrange to review our decision, and this will happen in of the following way:
    - Another Manager of the firm will review Sunil Kambli's, Rakash Mattu's or Hugh Storer's decision within 3 days.
  8. We will let you know the result of the review within 3 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
  9. Your complaint shall dealt with in full within 28 days of receipt of the complaint.

10. If you are still not satisfied, you can then contact the Legal Ombudsman at **Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ** about your complaint. Any complaint to the Legal Ombudsman must be made within 6 months of receiving a final written response from us about your complaint. There are also two additional relevant time limits; Legal Ombudsman will accept complaints up to 6 years from the date of act / omission, or 3 years from when the complainant should have known about the complaint.

For further information, you should contact the Legal Ombudsman (0300 555 0333 or refer to [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)).

If we have to change any of the timescales above, we will let you know and explain why.

Alternative complaints bodies (such as ProMediate) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme. ProMediate's contact details are as follows:

Website: <https://www.promediate.co.uk/>

Tel: 0203 621 3908

Email: [enquiries@promediate.co.uk](mailto:enquiries@promediate.co.uk)

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### **The CLC compensation fund**

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