

**Complaints Handling Policy**

**September 2022**

HPLC Conveyancing Ltd 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 a complaint please contact us with the details. You should first contact, in writing, the Licensed Conveyancer Heather Philip in accordance with our Terms of Engagement which we sent to you at the start of your matter.

**What will happen next?**

1. We shall send you a letter acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this policy.

2. We shall then investigate your complaint. This will normally involve reviewing your matter file, and discussing your complaint with the person at the centre of the complaint if this is not Heather Philip herself.

3. Heather Philip will then send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 14 days of sending you the acknowledgment letter, unless she has asked for further information from you, in which case it will be within 14 days of receipt of such information.

4. If you are not satisfied with the outcome of the investigation of your complaint, you can contact the Legal Ombudsman (LeO) in writing at P O Box 6806, Wolverhampton, WV1 9WJ or by telephone on 0300 555 0333 or by e-mail at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). You can refer your complaint to the Legal Ombudsman up to 6 months from the date of our final written response to your complaint. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. A complaint can be referred to the Legal Ombudsman up to six years from the date of the act or omission or up to 3 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.

5. Alternative complaints bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

6. We HPLC Conveyancing Ltd do not agree to use such a scheme.

7. If you make a valid claim against us for a loss arising out of work for which we are legally responsible, and 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).

If we have to change any of the timescales above for dealing with your complaint, we shall let you know and explain why.