



Complaints Procedure

1.	A complaint is an oral or written expression 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 the person who has been dealing with you please contact Alison Kettleby, our Director of Compliance and Training via email initially to compliance@rightcc.co.uk
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 not be 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 your complaint will be based on 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 after following the review process you remain dissatisfied with any aspect of our handling of your complaint, you may within 6 months of our final response contact the Legal Ombudsman to ask them to consider your complaint further:</p> <p>t: 0300 555 0333 e: enquiries@legalombudsman.org.uk w: www.legalombudsman.org.uk</p> <p>Legal Ombudsman PO Box 6167 Slough SL1 0EH</p> <p>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 in the first instance. You can refer your complaint within a year from the date of the problem happening or within a year from when you found out about it. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. The Ombudsman deals with service-related complaints; any conduct-related complaints will be referred to the Council for Licensed Conveyancers.</p>
6.	Alternative complaints bodies (such as Ombudsman Services) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.
7.	We do not agree to use Ombudsman Services.