



**dezrezlegal**  
making moving *easy*

## **Dezrezlegal Complaints Procedure**

## **Our Complaints Procedure**

We are committed to investigating all complaints promptly, in order to determine their validity, cause, effect and the opportunity for future prevention.

We appreciate that our clients may have issues to address with their Conveyancing Team during the course of their conveyancing transaction from time to time. The Dezrezlegal Complaints Procedure is designed to differentiate between issues, which are capable of being dealt with on an informal basis, and more serious complaints, which will require more in depth analysis and will need to be dealt with in accordance with our formal complaints process.

It is our policy at Dezrezlegal to provide you with a service of the highest possible standard at all times. We will endeavor to resolve your complaint thoroughly and we aim to resolve all issues raised by our clients within a period of 28 working days wherever possible.

## **The Informal Complaints Process**

### **Informal Complaints – Initial Contact**

In the event that you are not satisfied with the service you have received or in the event that you have serious concerns in relation to your transaction, please raise the issues you have with the Conveyancer who has conduct of your transaction, either in writing or by telephone in the first instance.

Upon receipt of your communication, your Conveyancer will ascertain the nature and severity of the issues raised and will look to ensure that the issues raised are addressed as quickly as possible. Your Conveyancer will review your file of papers, in an attempt to resolve the issues raised and deal with your concerns as soon as possible (within 3 working days).

Should you feel that this course of action is not appropriate, or has been exhausted, please contact our Complaint Co-ordinator Clara Tozer in writing at our company address or by emailing [clara.tozer@dezrezlegal.co.uk](mailto:clara.tozer@dezrezlegal.co.uk)

## **The Formal Complaints Process**

### **Formal Complaint – Stage A**

1. Our Complaint Co-ordinator Clara Tozer will within 7 working days of receipt of your written complaint record your complaint in our Complaint Register (if we have not already done so).

2. Within 7 working days of receipt of your written complaint, the Conveyancing Handler will aim to report back to you in writing of the outcome of the investigation of the complaint and providing, wherever possible, suggestions for resolving the matter. Where a full response cannot be given in this timeframe, the Conveyancing Handler will acknowledge receipt of the complaint, provide you with the reasons for any such delay and commit to respond fully within 28 days. The report will include the following information:-

- a clear explanation of the Conveyancing Handler's assessment of the complaint;
- our decision on it,
- an offer of remedial action and/or redress where a complaint is upheld;

## **Formal Complaint – Stage B**

In the event that you are still not satisfied, please notify us of your dissatisfaction in writing. You will be informed, in writing, that the matter will be escalated to a Director or Senior Solicitor for adjudication. The appointed Director or Senior Solicitor will review your file and your complaint and provide an adjudication report within 7 working days of receipt of confirmation of your continued dissatisfaction. Where a full response cannot be given in this timeframe, the Director will provide you with the reasons for any such delay and commit to respond fully within 28 days. The report will include the following information:-

- a clear explanation of the Director's/Senior Solicitor's assessment of the complaint;
- our decision on it,
- an offer of remedial action and/or redress where a complaint is upheld.

## **Formal Complaint – Stage C**

In the event that you are still not satisfied, after having extinguished our internal complaints procedure, you may contact the Legal Ombudsman directly to ask them to consider the complaint further. The contact details for the Legal Ombudsman are as follows:-

Tel no: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.officeforlegalcomplaints.org.uk](http://www.officeforlegalcomplaints.org.uk) [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

The Legal Ombudsman will expect you in the first instance to allow us to consider and respond to your complaint in accordance with the procedure set out above. Normally, you will have to bring your complaint to the Legal Ombudsman within 6 months of receiving a final response from us about your complaint and 6 years from the date of the act or omission giving rise to the complaint or alternatively 3 years from the date you should reasonably have known there are grounds for complaint (if the act/omission took place before 6 October 2010 or was more than 6 years ago). You can also refer your complaint to the Legal Ombudsman if we have not resolved your complaint within 8 weeks of receiving your complaint. The Legal Ombudsman deals with service related complaints only and will refer any conduct related complaints it receives to the Council for Licensed Conveyancers.

Alternative complaints bodies such as the 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. We do not agree to us the Ombudsman services.