



## **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 Conveyancer 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 endeavour 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 Legal Director, Mr Gareth Richards in writing at our company address, via telephone or by emailing [complaints@dezrezlegal.co.uk](mailto:complaints@dezrezlegal.co.uk).

### **The Formal Complaints Process**

## **Formal Complaint – Stage A**

1. A Director 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. A Conveyancing Handler, who will be a senior member of our team will be allocated to deal with your complaint and we will inform you of their contact details.
3. 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.

Their final 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 at our company address, via telephone or by emailing [complaints@dezrezlegal.co.uk](mailto:complaints@dezrezlegal.co.uk).

You will be informed, in writing, that the matter will be escalated to a Director for adjudication. A Director 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, a Director will provide you with the reasons for any such delay and commit to respond fully within 28 days. Their final report will include the following information: -

- a clear explanation of the Director'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: -

Legal Ombudsman  
PO Box 6167  
Slough  
SL1 0EH

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

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

Telephone: 0300 555 0333

Relay UK: 18001 0300 555 0333

Overseas: +441212453050

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.

Ordinarily, 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
- within 1 year from the date of the act or omission giving rise to the complaint;  
or
- within 1 year from when you should reasonably have known there was cause for complaint.

If an Ombudsman considers that it is fair and reasonable in all the circumstances, they may extend any of these time limits to the extent that they consider fair. For example, an Ombudsman:-

a) might extend a time limit if you were prevented from meeting the time limit as a result of serious illness; and

b) is likely to extend a time limit where the time limit had not expired when you raised the complaint with Dezrezlegal.

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 company wish to use such a scheme. We do not agree to use the Ombudsman services.