

COMPLAINTS & COMPENSATION

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

1.2 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.

1.3 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 Tracey Heath (theath@optps.co.uk).

1.4 Once we have received your Complaint, Tracey Heath 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 be not 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

1.5 The assessment of the Complaint will be based upon 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.

1.6 If you are dissatisfied with any aspect of our handling of your Complaint, please feel free to contact Jonathan Lacey (jlacey@optps.co.uk), who will conduct a separate review of your Complaint. You will be told about the conclusion of this review within 28 days.

1.7 If after following the review process you remain dissatisfied with any aspect of our handling of your Complaint, you may directly contact the Legal Ombudsman to ask them to consider the Complaint further:

Tel no: 0300 555 0333

Website: <http://www.legalombudsman.org.uk/>

Address: Legal Ombudsman, PO Box 6167, Slough SL1 0EH

1.8 Before referring a complaint to the Legal Ombudsman, you are required to give us an opportunity to deal with your complaint under our own complaints handling process. If we haven't responded within eight weeks of your complaint, you can refer your complaint to the Ombudsman.

1.9 If we have responded within eight weeks, you can refer your complaint to the Ombudsman once we have made it clear that we have issued our final response.

1.10 You must refer your Complaint to the Ombudsman within six months of receiving our final written response to your Complaint.

1.11 A Complaint needs to be referred to the Ombudsman within one year of the problem you are complaining about happening, or if the problem occurred more than one year ago, you need to bring your complaint to the Ombudsman within one year of you becoming aware of the problem. The Ombudsman has strict time limits and if you fail to do so, it is unlikely that they will be able to investigate your complaint as they are only able to investigate complaints which fall outside their time limits where it is considered fair and reasonable to do so.

1.12 The date a complaint is referred to the Ombudsman cannot be before either we have issued our final response, or eight weeks have passed since the complaint was raised with us. After that, the date will be determined as either the date the Legal Ombudsman received a fully completed complaint form, or the complaint correspondence.

1.13 In addition to the above, 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).

1.14 Alternative Dispute Resolution entities which have been certified under the EU Consumer ADR Directive (such as Ombudsman Services www.legalombudsman.org.uk) exist to deal with Complaints about legal services should both you and our firm wish to use such a scheme.