

Northwood Banks & Co

Complaints Procedure

Our Complaints Policy

We are committed to providing a high-quality legal service to all of our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint please contact us with the details. If you have a complaint about the way in which your matter has been dealt with this is the procedure that will be followed:

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.

We aim to resolve any complaint you have about the service we have provided to you as quickly as possible. If you are unable to sort things out with the person who has been dealing with you, please contact us in writing at 1600-1602 Coventry Road Yardley B26 1AL. Telephone: 0330 122 0256.

Stage 1

1. 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 be not more than 28 days after your complaint was received). If you have made the complaint

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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.

2. The assessment of your complaint will be based upon a proportionate and fair investigation. We will explain in writing our findings and where your complaint is upheld we will offer remedial action or redress promptly.

Stage 2

3. If you are dissatisfied with any aspect of our handling of your complaint, you may contact Mr. Kevin Parsons 1600-1602 Coventry Road Yardley B26 1AL Telephone: 0330 122 0256 who will conduct a separate review of your complaint
4. You will be told about the conclusion of this review within 28 days of your complaint being referred to Mr. Parsons.

Stage 3

5. If, following the completion of the review of your complaint you remain dissatisfied with any aspect of our handling of your complaint, you may contact the office of the Legal Ombudsman to ask them to consider your complaint. The contact details are:

Legal Ombudsman

Address: Legal Ombudsman, PO Box 6167, Slough. SL1 0EH
Tel No: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Web site: www.legalombudsman.org.uk

Unless it agrees there are good reasons not to do so, in the first instance the Legal Ombudsman's Office will expect you to allow us to consider and respond to your complaint in accordance with the procedure set out above.

You can refer your complaint to the office of the Legal Ombudsman up to 6 months after you have received our final written response to your complaint. You can also use the Legal Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving

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it. The **Legal Ombudsman** can accept **complaints** up to 1 year from the date of the act/omission or 1 year from when the complainant should have known about the issue. The Legal Ombudsman deals with service-related complaints; any complaints related to the conduct of the matter you instructed us to deal with will be referred by the Legal Ombudsman to the Council for Licensed Conveyancers who are the body that regulate the authorised legal services that we supply.

We are obliged to inform you that there are consumer alternative dispute resolution services available. Ombudsman Services, ProMediate and Small Claims Mediation offer such services. We agree to use such schemes.