Client Complaints Policy

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. We deal with all complaints fairly, promptly and at no extra cost to you.

What is a complaint?

A report by a client that their expectations of what they consider to be a good service have not been met.

A report or concerns by a client that their personal data has not been handled properly in accordance with the Data Protection legislation including the Data (Use and Access) Act 2025 (DUAA). The Information Commission's website provides some examples of what a data protection complaint might look like.

Making a complaint

You can register a complaint with the person dealing with your matter, the Case Manager, their supervisor, or the **Client Relationship Manager**, whose details are given below and in your **initial Terms and Conditions of Business Leaflet.**

If you are unable to resolve matters with your Case Manager to your satisfaction, please send details of your feedback to us at **The My Experience Team** myexperience@rglaw.co.uk

You can raise a complaint by phone, although in the first instance, we would prefer you to write or email, with full details of your complaint so that we have a good understanding of the issues being highlighted.

RG Law York
3rd Floor, Stamford House, Piccadilly, York YO1 9PP
Telephone
01904 234095

Investigating the complaint

1. We will acknowledge the complaint within 3 days of receipt, which allows for any postal delays and notify you who will be handling your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will conduct a full investigation and an independent review of the matter.
3. We will pass the details of your feedback to our Supervisors, Marisa Geesing (Wills and Probate), Laura Holmes (Conveyancing) Holly Meek (New build Conveyancing), Uba Ngenegbo (Commercial Conveyancing). They will investigate your issue, which will typically involve reviewing your file and speaking to your Case Manager.
4. We will aim to respond in full within 7 days of receipt of your initial complaint. However, that may not always be possible, particularly where the complaint is of a more complex nature. We may require more time, but we will let you know the reason for any delay in responding fully and when you will receive a full response. Usually, our full response will be provided within 28 days of receipt of your initial complaint.
5. We may also invite you to meet with the Supervisors to gather more information and resolve the matter.
6. We will reply to you, always in writing, following the outcome of the review of the complaints investigated.

If you remain dissatisfied with the outcome, or the way the complaint has been handled, you may write to the, **Client Relationship Manager Karen Marsh** at myexperience@rglaw.co.uk who will make such further investigations as are necessary.

We will generally aim to do this within 14 days of receipt of your notification and any further information you wish to be considered. This will happen in one of the following ways:

1. The Supervisor will review his/her own decision.
2. The Client Care Manager will review your complaint.
3. The Client Care Manager will inform you of the conclusions and any alternative proposals to resolve the complaint.
4. We will ensure that our final decision is within you within 28 days in all cases.

If still unresolved at this stage, you may take the complaint to the Legal Ombudsman or, in accordance with the Alternative Dispute Resolution Regulations to an Alternative Dispute Resolution (ADR) Scheme Provider. We will always issue a final letter advising you of this.

Where the persons named above are not available due to illness or absence from the office, a deputy will be appointed and will contact you within the stated timeframes.

Unresolved Data Protection complaints should be directed to the Information Commission whose contact details are provided in our Privacy Notice provided to you at the outset of instruction or a copy is available in our website. We will issue a final letter advising you of this.

Legal Ombudsman

The Legal Ombudsman is the independent body established by the Office for Legal Complaints under the Legal Services Act 2007 to deal with complaints against Solicitors.

The Legal Ombudsman may:

1. Investigate the quality of professional service supplied by a conveyancer or licenced conveyancing company to a client.
2. Investigate allegations that a conveyancer or licenced conveyancing company has breached rules of professional conduct.
3. Investigate allegations that a conveyancer or licenced conveyancing company has unreasonably refused to supply a professional service to a prospective client.
4. Investigate allegations that a conveyancer or licenced conveyancing company has persistently or unreasonably offered a professional service that the client does not want.

Before it will consider a complaint the Legal Ombudsman generally requires that the RG Law's internal Complaints Procedure (outlined above) has been exhausted. If the Legal Ombudsman is satisfied that the company's proposals for resolving a complaint are reasonable, it may decline to investigate further. You will have to bring your complaint to the Legal Ombudsman within 6 months of receiving a final response from us about your complaint. The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern.

The Legal Ombudsman's address and contact details are:

PO Box 6167, Slough, SL1 0EH; telephone, 0300 555 0333; website,
www.legalombudsman.org.uk; or email: enquiries@legalombudsman.org.uk

The Council For Licenced Conveyancers

Our Regulator, the Council for Licenced Conveyancers can help you if you are concerned about our behavior. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Council for Licenced Conveyancers using the following contact details:

Contact Centre open Mon-Fri, 8am-5pm. Council for Licensed Conveyancers. WeWork, 120 Moorgate, London, EC2M 6UR, Telephone 020 3859 0904, Email clc@clc-uk.org

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).

Alternative Dispute Resolution schemes

Alternative complaints bodies such as ProMediate exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

However, we do not currently agree to use this Alternative Dispute Resolution service in view of the availability of the independent Legal Ombudsman Service established under the Legal Services Act 2007. We are bound by our Regulatory Code to comply with the Legal Ombudsman and our Regulator.

CONTRACTS ENTERED INTO ONLINE

If we are unable to resolve your complaint which relates to a contract entered into online, you may contact an Alternative Dispute Resolution Service.

To be reviewed every 12 months
Last Reviewed: October 2026