



Client Complaints Policy

Our Complaints Policy

We aim to give every client a high-quality legal service. If something goes wrong, please tell us, your feedback helps us fix problems, improve our service, and prevent future issues.

We handle all complaints fairly, quickly, and at no cost to you. After resolving a complaint, we may check in to make sure you're happy with the outcome. (Timeframes are based on working days and bank holidays are excluded).

What is a complaint?

A complaint is when a customer tells us that our service didn't meet their expectations.

Making a complaint

How to Make a Complaint

You can contact:

- The person handling your case (Case Manager)
- The **My Experience Team** myexperience@rglaw.co.uk
- The **Client Relationship Manager**

Their details are in your **Terms and Conditions of Business**.

If you can't resolve the matter with your Case Manager, email myexperience@rglaw.co.uk with full details of your complaint.

We prefer written complaints (letter or email) so we can fully understand the issue.

What happens next

1. **Acknowledgement** – We will confirm we've received your complaint within 3 working days and tell you who will handle it.
2. **Investigation** – We'll review your file, speak to the relevant staff, and gather all necessary information.
3. **Response** – We aim to respond in full within 28 working days (often sooner, depending on complexity).
4. **Follow-Up Meeting** – If needed, we may invite you to meet with our Principal Relationship Coordinator to discuss the issue.
5. **Written Outcome** – We'll always give you our findings in writing.

If you are not satisfied

If you are unhappy with our response, you can ask our Client Relationship Manager, **Karen Marsh**, to review your complaint.

Email: **myexperience@rglaw.co.uk**

She will:

- Review the findings
- Gather any extra information if needed
- Give you a final written decision within 14 days from your review request

If your complaint is still unresolved

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. You also have the right to contact the Council of Licensed conveyancers, our regulator, they deal with serious concerns such as dishonesty, loss of client money, or discrimination.

Legal Ombudsman

You can contact:

The Legal Ombudsman

The Legal Ombudsman is independent and deals with complaints about legal services. They may investigate service quality, rule breaches, or refusal to provide a service.

Time limits to contact them:

- Within **6 months** of our final response
- Within **1 year** of the problem or when you became aware of it

Contact details:

PO Box 6167, Slough SL1 0EH

Tel: 0300 555 0333

Web: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

The Council For Licensed Conveyancers

The Council for Licensed Conveyancers (CLC)

Our regulator — they deal with serious concerns such as dishonesty, loss of client money, or discrimination.

Contact details:

Council for Licensed Conveyancers

WeWork, 120 Moorgate, London EC2M 6UR

Tel: 020 3859 0904

Email: clc@clc-uk.org

They also run a **Compensation Fund** if we cannot meet a legal responsibility for a proven claim.

Alternative Dispute Resolution schemes

Alternative Dispute Resolution

Some organisations (like **ProMediate**) can handle legal service complaints if both sides agree.

We do not currently use these schemes because the Legal **Ombudsman** already provides an independent service.