

Complaints Policy

We are committed to providing high quality legal advice and client care. If you are unhappy about any aspect of the service you receive or about the bill, please contact Mr Stephen McDonagh - Director on 01323412333 or by post to 47 Gildredge Road, Eastbourne, BN21 4RY. We have a written procedure that sets out how we handle complaints.

A complaint is an oral or written expression 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 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 Stephen McDonagh by telephone on 01323 412333 or email steve.mcdonagh@hobsonandlatham.co.uk.

- Once we have received your complaint, Stephen McDonagh 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 undertaking of the nature of your complaint.
- 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.

We hope that we have been able to resolve your complaint satisfactorily. However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman, an independent complaints body established under the Legal Services Act, who can investigate complaints about the legal service you have received from us.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act of omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The Legal Ombudsman's contact details are:

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

Disputes may also be referred to an Alternative Dispute Resolution entity which has been certified under the EU Consumer ADR Directive namely the Ombudsman Services, Pro-Mediate and Small Claims Mediation. We agree to use the Ombudsman Services.

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

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).