# Complaints

Larrington & Co is committed to providing a high-quality legal service to all our clients, and whilst we aim to provide the highest standards of service, we recognise that, as with any other service provider, misunderstandings can sometimes arise. If you have a complaint, please notify us immediately. Rest assured, we will not be offended, and it will not compromise your case, but may help progress it. We prefer to know about any issues as soon as possible, as it will help to better resolve them. The longer you take to make a complaint, the harder it becomes for us to resolve this to your satisfaction. We would prefer all complaints to be made in writing and if you are able to do so simply notify your individual lawyer by email and send a copy of your complaint to our complaints inbox, directors@larringtonandco.com, where this will be picked up by our Complaints Manager, Jake Francis (unless this would create a conflict of interest, in which case another Director will deal with the complaint). If for whatever reason you are not able to put the complaint in writing, please call your designated lawyer who will be able to assist in recording the details of your complaint.

**What are the timescales for dealing with a complaint?**

We will endeavour to respond to your complaint within 7 days of receipt. Where a full response cannot be provided, we will acknowledge receipt of your complaint, in writing, within 7 days giving a reason for the delay. We will always provide a full response to any complaint within 28 days of receipt.

**Who will investigate my complaint?**

A senior member of staff will be appointed to review your complaint ("the investigator"), and we will confirm that person's details to you either with our response or, where we are unable to respond within 7 days, with our acknowledgement letter.

We are committed to ensuring that complaints are dealt with constructively and impartially, with any decisions being based on sufficient investigations of the circumstances.

If, following receipt of our response, you wish to speak to the investigator by way of a formal telephone meeting, or a meeting in person, then within two working days of this being requested, they will contact you to arrange a meeting at a mutually convenient time.

**What will be included in the response?**

We will always include as much relevant information in our response to you as we can, as well as an explanation as to how we have arrived at our decision. But, as a minimum, you can expect the response to include:

- A clear explanation of our assessment of the complaint;
- Our decision;
- Where you complaint is upheld an offer of remedial action and/or redress*;
- Information on our review procedure including timeframes and how this can be accessed;
- Information on your right to refer your complaint to the Legal Ombudsman, their contact details and timeframes;
- Information about any other third party resolution service you may be able to refer your complaint to, which has been approved by The Chartered Trading Standards Institute and which is competent to deal with complaints about legal services. In order to comply with the requirements of such schemes, we will also confirm to you in writing that we are agreeable to using the scheme.

*PLEASE NOTE: where any offer of redress is accepted, we will ensure these are actioned within 28 days.

**What if I am still not satisfied with the outcome?**

If you are dissatisfied with our handling of the complaint and would like us to review the way we have dealt with it, we offer you the right to request that another Director be asked to carry out a review of the response to your complaint.

A Director will be appointed to conduct a review within 7 days of your request. The appointed Director will then have 21 days to investigate and provide a full response to you, which will include an explanation as to the reasons behind their decision.

Occasionally, depending on the complexity of the matter, we may request an extension to the timescales quoted above. But we will notify you, in writing, if that is the case.

If, following the review by a Director, you are still not content with our response you will be able to refer the matter either to the Legal Ombudsman, or the Council for Licensed Conveyancers depending on the nature of your complaint (please see below).

**Who is the Legal Ombudsman and what do they do?**

The Legal Ombudsman was established to help resolve disputes between consumers and legal service providers.

The Legal Ombudsman deals with complaints about poor service, some examples of which would be:

- Delays;
- Failure to advise you of significant issues;
- Not responding to e-mails, letters or calls;
- Giving unclear advice;
- Charging an amount you are not happy with;
- Not doing work in the timescale it should have been done.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- No more than one year from the date of the act or omission being complained about; **or**
- No more than one year from the date when you should have realised that there was cause for complaint;

**And** Within six months of receiving a final response to your complaint.

The Legal Ombudsman can be contacted as follows:

Visit www.legalombudsman.org.uk
Call 0300 555 0333 between 10am to 4pm.
Relay UK: 18001 0300 555 0333
Email enquiries@legalombudsman.org.uk
Legal Ombudsman PO BOX 6167, Slough, SL1 0EH

**Who are the Council for Licensed Conveyancer ("CLC) and what do they do?**

The CLC regulate specialist conveyancing and probate lawyers to protect consumers. The CLC will **NOT** consider complaints about poor service. They will, however, consider complaints about the honesty or ethics of a lawyer which may breach their code of conduct. Examples of this will include:

- Losing your money;
- Acting dishonestly in giving you advice;

- Continuing to act for your when your interests conflict with those of your conveyancer or another client;
- Discriminating against you.

A complaint can be made using this form: https://www.clc-uk.org/wp-content/uploads/2021/03/CLC-Complaint-Form-2021.pdf

The CLC can be contacted as follows:

**Tel:** 020 3859 0904
**Email:** **clc@clc-uk.org**
**Postal address:**
Council for Licensed Conveyancers
WeWork
120 Moorgate
London EC2M 6UR

**Do I have any other options?**

Yes, you can also refer your complaint to an Alternative Dispute Resolution ("ADR") body under the Alternative dispute resolution directive. You can ask them to mediate and try to resolve the complaint if it is not resolved by our internal complaint's procedure.

Alternative complaints bodies include one of the following: Ombudsman Services, ProMediate and ADR Group which are competent to deal with complaints about legal services should both you and Larrington & Co wish to use such a scheme.

So, for example, you can address your complaint for ADR mediation to ProMediate Legal Complaints Service. They are competent to deal with complaints against legal services providers and can be used if you and Larrington & Co agree to that scheme.

Their website is http://www.promediate.co.uk/professionals-complaints/consumer-guidance/

You simply write to us to confirm either that you do agree to use the ProMediate or you do not agree to use ProMediate. Their contact details are:

0203 621 3908 OR
0782 796 1764 OR
enquiries@promediate.co.uk.

You can also contact other ADR groups and review their website for similar information.