

## **Land Law LLP Complaints Handling 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.

If you have a complaint, please contact us with the details.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our managing partner, Angus Whyte, who will review your matter file and speak to the member of staff who acted for you.
3. Angus will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within five days of the meeting, Angus will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Angus will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you may be entitled to contact the Legal Ombudsman at PO Box 6806 Wolverhampton WV1 9WJ about your complaint, subject to the Ombudsman's scheme rules. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period within 3 years of when you should reasonably have been aware of it) for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

If we have to change any of the timescales above, we will let you know and explain why.