

## 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.

The Solicitors Regulation Authority can help you if you are concerned about how we are dealing with a matter for you or if you consider we are treating you unfairly.

You can raise your concerns with the [Solicitors Regulation Authority](#) at The Cube, 199 Wharfside Street, Birmingham, B1 1RN (telephone number 0370 6062555).

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 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 client care partner, Angus Whyte, who will review your matter file and speak to the member of staff who acted for you.
3. Angus Whyte 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 three days of the meeting, Angus Whyte 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, we would hope that the complaint has been resolved. If you are not satisfied however, 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 remain unhappy at that point, we would offer you the opportunity to resolve the complaint using mediation through Alternative Dispute Resolution (ADR). If you (and we) accept the mediator's proposed resolution, that would be the end of the process. You do not have to agree to this ADR, and can go straight to the Legal Ombudsman if you choose to do so after you have received our substantive response and the steps at paragraphs 1 to 6 above have been completed.

9. If you remain unhappy after ADR (or if you do not agree to the ADR), you have the right to complain to the Legal Ombudsman, the details of which are given below.
10. If you are still not satisfied after the relevant steps above have been taken, you can then contact the Legal Ombudsman, PO Box 6167, Slough, SL1 0EH about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint and no more than one year from the date of the act/omission or no more than one year from when you should reasonably have known there was cause for concern. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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