

## Complaints Policy

If there is any aspect of our service with which you the Customer are unhappy and you tell us this orally, or in writing, or by any other reasonable means, we FRANCIS PARFFREY LEGAL SERVICES LIMITED will invoke the Complaints Procedure set out below. Following this procedure, you the Customer can complain directly to the Legal Ombudsman if you are not satisfied.

1	A complaint is an oral or written or other reasonable method of expression of dissatisfaction which alleges that you the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or detriment.
2	We aim to resolve any complaint appropriate to your needs which you have about the service we have given you as quickly as possible. If you are dissatisfied, please let us know orally, or in writing, or by any other reasonable means, and Francis Parffrey the firm's manager and owner will look into your complaint. Contact details are Francis Parffrey Francis Parffrey Legal Services Ltd Hillcrest Bowden Hill Ashburton TQ13 7EA tel 01364 653 331 email <a href="mailto:fp@flegalservices.co.uk">fp@flegalservices.co.uk</a>
3	Once we have received your complaint (however you make it), Francis Parffrey will write to you within 7 days to explain how your complaint will be investigated if a complete response to your complaint cannot be made by that time, and the reason for this. A complete answer will be given to your complaint within 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 our understanding of the nature of your complaint in our full response.
4	The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain clearly in writing our assessment and findings.
5	Where the complaint is upheld, will offer remedial action or redress. This will be actioned promptly and in any event within 28 days.
6	If you are dissatisfied with the outcome of or the way your complaint is handled, please see the next section.
7	<p>You may directly refer your complaint to the <i>Legal Ombudsman</i> to ask them to consider it further: Tel no: 0300 555 0333 Email: <a href="mailto:enquiries@legalombudsman.org.uk">enquiries@legalombudsman.org.uk</a> Website: <a href="http://www.legalombudsman.org.uk">http://www.legalombudsman.org.uk</a> Mail: Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ</p> <p>Before bringing a complaint to the Legal Ombudsman, you need to give us an opportunity to deal with your complaint under our own complaints handling process. We have a period of eight weeks to resolve your complaint. If we haven't responded within eight weeks of your complaint to us, you can bring your complaint to the Legal Ombudsman.</p> <p>If we have responded within eight weeks, you can bring your complaint to the Legal Ombudsman once we have made it clear that we have issued our final response.</p> <p>It is really important to be aware that you must bring your complaint to the Legal Ombudsman within six months of the date of our final response. The Legal Ombudsman has strict time limits and if you fail to do so, it is unlikely that we will be able to investigate your complaint.</p> <p>A complaint can be referred to the <i>Legal Ombudsman</i> up to six years from the date of the act or omission or up to 3 years after discovering a problem. The Ombudsman deals with service-related complaints; any conduct-related complaints will be referred to the <i>Council for Licensed Conveyancers</i>.</p>
8	<i>Please note that there are Consumer Alternative Dispute Resolution service providers and currently (January 2023) the following Alternative Dispute Resolution entities are available to deal with and certified for disputes in the legal services sector: <a href="#">Ombudsman Services</a>, and <a href="#">ProMediate</a> and we agree to use such schemes.</i>

