

Linda Heald & Co Property Lawyers  
Complaints Procedure

**If you have any complaint about the way in which your matter has been dealt with this is the procedure which will be followed:**

1. We are anxious to resolve any complaint you have about the service we have given you as quickly as possible. If you are dissatisfied with our service please inform **Linda Heald** in writing. Once your complaint has been received Linda Heald will write to you within 7 working 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 not be more than 28 days after which your complaint was received).
2. The assessment of the complaint will be based upon a sufficient and impartial investigation. We will explain in writing our findings and where the complaint is upheld, will offer remedial action or redress. This will be dealt with promptly.
3. If after the above process you remain dissatisfied with any aspect of the handling of your complaint, you may contact directly the Legal Ombudsman to ask them to consider the complaint further:-

- i. Tel No: 0300 555 0333
- ii. Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or

[enquiries@theofficeforlegalcomplaints.org.uk](mailto:enquiries@theofficeforlegalcomplaints.org.uk)

- iii. Website: [www.officeforlegalcomplaints.org.uk](http://www.officeforlegalcomplaints.org.uk)  
<http://www.legalombudsman.org.uk>

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ Tel 0300 555 0333

4. Unless it agrees there are good reasons not to do so, the Legal Ombudsman will expect you in the first instance to allow us to consider and respond to your complaint in accordance with the procedure set out above. You can refer your complaint to the Legal Ombudsman up to 6 months after you have received our final written response to your complaint. You can also refer your complaint to the Legal Ombudsman if we have not resolved your complaint within 8 weeks after we received it. A complaint can be referred to The Legal Ombudsman up to six years from the date of the act or omission or up to three years after discovering a problem. The Ombudsman deals with service-related complaints only, it will refer any conduct related complaints it receives to the Council for Licensed Conveyancers.
5. 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)

**There is further information available on the website for the Legal Ombudsman**