

NEW HORIZONS PROPERTY AND PROBATE LAWYERS T/A FRIIS & RADSTONE **COMPLAINTS PROCEDURE**

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 improve our standards.

Any complaint you have should be addressed to the fee earner handling your matter or their supervisor who will in turn refer your matter to our Complaints Officer, Mrs Stefanie Currell. Her email address is stefanie@friislaw.co.uk

- We will acknowledge your complaint within 28 days.
- We will identify what the issue is, through looking at our own files and talking to the person who has been dealing with your situation. As a result, we may also need further information and thus we will reach out to you privately, so we can resolve this with as much discretion as possible.
- We will investigate to the best of our abilities and return to you with all the information we have found. The assessment of the complaint will be based upon a sufficient and fair investigation.
- We will explain in writing our findings and where the complaint is upheld, we will offer remedial action or redress.

If you have an objection to the amount of any bill issued to you in respect of this firm's fees this will also be dealt with in accordance with our complaint's procedure. Any such objection must be raised with us within one month of the bill being delivered to you.

The Legal Ombudsman

If you are not satisfied with the outcome of the complaints procedure you can contact the legal ombudsman to ask them to consider the complaint further. Their details are as follows:-

Tel No: 0300 555 0333

Email : enquiries@legalombudsman.org.uk

Website: <http://www.legalombudsman.org.uk/>

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

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 (or within 6 months after you have discovered a problem, whichever is later). You can also refer your complaint to the Legal Ombudsman if we have not resolved your complaint within 8 weeks after we received it. The Legal Ombudsman deals with service related complaints only; it will refer any conduct-related complaints it received to the Council for Licensed Conveyancers.

The CLC Compensation Fund

The CLC administers a Compensation Fund on behalf of the profession. You can apply for compensation if you have suffered an actual loss of money or of monetary value arising out of work for which the CLC regulated Practice is legally responsible and if the Practice is unable to meet its liability in full.

You can make a claim if you have suffered a loss that was caused by

- dishonesty
- fraud
- negligence
- failure to account for money received

of a practice regulated by the CLC or of one of their employees. Each case is considered on its merits.

We have absolute discretion to decide whether to make any payment out of the Fund – nobody has a legally enforceable right to a grant.

It is a fund of last resort – before we accept your claim, we may require you to recover your losses by all other means available, such as by making an insurance claim or by taking court action. The CLC will not consider making a payment unless it is satisfied that a person has taken all necessary and appropriate steps.

How do I apply for compensation?

You should contact the CLC as soon as possible if you:

- are considering making an application for a grant (applications need to be made within 6 months after you have discovered you may have a claim) or
- are considering taking legal advice (since only in exceptional circumstances will the CLC make an allowance for legal costs claimed by an applicant)

Application Forms are available by email (please visit <https://www.clc-uk.org/consumers/compensation>), or you can call 020 3859 0904.

Alternative complaints procedures such as ProMediate and Small claims Mediation exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.