



**ANDREW LEE & CO**  
PROPERTY LAWYERS

**Hours:**

Mon-Fri 9-00am to 5-00pm

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Licensed Conveyancers-Commissioners for Oaths

Regulated by the Council for Licensed Conveyancers to provide conveyancing services Licence Number 11114

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## COMPLAINTS PROCEDURE

### What to do if you are dissatisfied with our service:

1. Tell us if you feel you are not receiving the service you hoped for. We want to know if you are dissatisfied. We can try to put it right, and will look into it promptly and thoroughly within 28 days.
2. Mention it first to the person looking after your matter. Our contact details are: telephone number 01622 750101; email address [info@a-lee.com](mailto:info@a-lee.com) and postal address 37, High Street Maidstone Kent ME14 1JH. You can also attend our office in person; If you have made the complaint verbally - either at a meeting or on the telephone - we will set out in our full response our understanding of the nature of your complaint. 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 will offer remedial action or redress. This will be actioned promptly.
3. If you are still unhappy after that, you can complain to ANDREW LEE who will investigate it and contact you to talk about the problem and you can explain what action you want us to take. Afterwards he will write to you within 7 days confirming your complaint, the discussion, and explain how your complaint will be investigated if a complete response to your complaint has not been made by that time. We are committed to responding fully within 28 days of receipt of your initial complaint. This will be at no extra cost to you, and if you are still not satisfied you can get help from the Legal Ombudsman which is competent to deal with complaints about legal services.
4. Alternative complaints bodies (such as, ProMediate <https://www.promediate.co.uk/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.. This Firm only uses the Legal Ombudsman.

5. Unless it agrees there are good reasons not to do so, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint in accordance with the procedure set out above, before they will consider it.

The Ombudsman's contact details are as follows:

Telephone: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

Address: Legal Ombudsman, PO Box 6167 Slough SL1 0EH

You can refer your complaint up to 6 months after you have received our final written response to your complaint. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. A complaint can be referred to the Legal Ombudsman up to one year from the date of the act or omission or up to one year after discovering a problem. The ombudsman deals with service-related complaints; any conduct related complaints will be referred to the Council for Licensed Conveyancers.

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). Application Forms are available by email [clc@clc-uk.org](mailto:clc@clc-uk.org), or you can call 020 3859 0904.

6. For the avoidance of doubt, item 4 of the Code (CoC P6e), requires that all stages of the complaints procedure are free; should the Legal Ombudsman not uphold a complaint escalated to it, we cannot charge you for any costs it incurs in investigating that complaint and its handling of it.