



**ELITE CONVEYANCING**  
EXCELLENTIAM IN MINISTERIUM PARTUS

## Client Complaints Procedure

At Elite Conveyancing we take pride in providing excellence in the delivery of service for our clients. Whilst we always strive to provide only the highest standard of service, we recognise that from time to time things don't always go to plan.

This Complaints Procedure gives you all the information you need if you do not feel satisfied with the service that you receive from us for you to get in touch and let us know so that we can put things right.

### How do I raise a service complaint?

If you do not feel satisfied with our service and feel that the matter can be resolved informally, you may wish to discuss this with your Lawyer directly or you can ask to speak to their Authorised Supervisor.

If you would prefer to raise a formal complaint you can do so by multiple methods;

- Telephoning our Head Office 0204 519 0676
- By post to our Head Office address Elite Conveyancing, 5 Mill Yard, Childerley Estates, Dry Drayton, Cambridge, CB23 8BA or;
- Email to our Head of Legal Practice, Hayley Hellon [Hayley@elite-conveyancing.com](mailto:Hayley@elite-conveyancing.com). We will acknowledge your complaint within 7 days and respond in full within 28 days.

Should you not feel satisfied with our response to your complaint then this may be escalated as a Stage 2 Complaint to Tricia Lonorgan on [tricia@elite-conveyancing.com](mailto:tricia@elite-conveyancing.com). We will acknowledge this within a further 7 days and respond in full within a further 28 days of your Stage 2 complaint.

### What happens if I don't agree with your views on the complaint?

If we are unable to resolve the complaint with you then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates problems about poor service from lawyers.

Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If after receiving our response to your Stage 2 complaint, or if we have not resolved your complaint 28 days of the date of the stage 2 complaint then you may take your complaint to the Legal Ombudsman. Complaints to the Legal Ombudsman must be made:

- Within six months of receiving our final response to your complaint **and**
- No more than one year from the date of the act of omission being complained about or;
- No more than one year from the date when you should have realised that there was cause for complaint and'

If you would like more information about the Legal Ombudsman or would like to escalate a complaint with them, please contact them using the contact details below:

Visit [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) Call 0300 555 0333 between 9am to 5pm.

Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Legal Ombudsman, P O Box 6167, Slough, SL1 0EH

Other Alternative Dispute Resolution entities exist and are also available to deal with disputes in the legal services sector – eg. Ombudsman Services, ProMediate.