

**Mounteney Conveyancers' Complaints Policy**

Date: 14 May 2024

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We process complaints from clients (attorneys and/or executors/representatives of clients may complain of their behalf); non-clients have no standing to complain.

Our insurers will not allow us to process complaints when a claim on our insurance is contemplated – so we may not be able to process complaints following either your threat to sue us, or if we have reported the circumstance to our insurer – but we will tell you if this arises.

We will not process any complaint brought more than 12 months after the later of either (i) the events complained of; or (ii) when the complainer should first have been aware of the issue. This is because policy principles mitigate against stale complaints.

Subject to that, please contact us with details of any complaint, that we will process this way:

1. Within three days of receiving it we will send you a letter acknowledging receipt of your complaint and enclosing a copy of this procedure.
2. I will review your file and speak to any members of staff who acted, and then (within 14 days of sending you the acknowledgement letter) communicate with you as appropriate to discuss and hopefully resolve your complaint.
3. Within 14 days of (2) I will write to you to confirm what took place, and any solutions agreed.
4. If you are still not satisfied, you may contact us again requesting a review and:
  - 4.1. If the matter is relatively compact and straight-forward we will arrange for local independent solicitor, Pam McColl, to review our decision. For complicated or voluminous matters I will ask one of my co-directors to review my decisions.
  - 4.2. You will be written to within 28 days of receiving your review-request, confirming our final position on your complaint, and explaining the reasons.
5. Before the Legal Ombudsman ('LO') will consider any complaint the LO will expect you to have allowed us to consider and respond to your complaint. You can also complain to the LO if our complaints process takes 8 or more weeks to complete. If you remain dissatisfied you may contact the LO: Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk); Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk); Telephone: 0300 555 0333; Postal address: PO Box 6167, Slough, SL1 0EH. Unless the LO agrees there are good reasons not to do so the LO will accept complaints only from the shorter of 6 months after our process has concluded, or up to 1 year from the act/omission or (if later) from when you should have known the issue.
6. We are required to state that Ombudsman Services, ProMediate and Small Claims Mediation are all bodies competent to deal with complaints about legal services, should both you and we agree to use such a scheme. We may refuse such agreement, however.

If we have to change any of the timescales, we will let you know why.

Yours sincerely,



**Jonathan Mounteney**