



YOUR RIGHT TO COMPLAIN AND HOW

We aim to offer all our clients an efficient and effective service and we are confident that we will do so in your case. However, should there be any aspect of our service with which you are unhappy you should first raise the matter with the person responsible for your transaction or case. If your complaint remains unresolved then please write to the Head of Finance and Administration, David Braithwaite and he will review your issue within 28 days and make every attempt to resolve it with you.

A copy of our Complaints Procedure is available on request.

If you are not satisfied with the outcome of our Complaints Procedure, then you have the right to complain to the Legal Ombudsman. The Legal Ombudsman is available at PO Box 6806, Wolverhampton. WV1 9WJ – Telephone 03005550333 from 0830am to 1730pm. eMail enquiries@legalombudsman.org.uk www.legalombudsman.org.uk

You can refer your complaint to the Legal Ombudsman within six months after you have received our final written response to your complaint. The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. You can also use the Ombudsman service if we, Citrus Conveyancing Ltd have not resolved your complaint within eight weeks of us receiving it.

The Legal Ombudsman deals with service-related complaints. Any conduct related complaints will be referred to The Council for Licensed Conveyancers.

Disputes may also be referred to an Alternative Dispute Resolution entity which has been certified under the EU Consumer ADR Directive namely the Ombudsman Services, and Small Claims Mediation.