

Key Conveyancing Complaints Charter 2024

If you have any complaint about the way in which your matter has been dealt with by Key Conveyancing, then we will follow the following procedure in an attempt to resolve any issues with you.

How to Complain

A complaint is an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or detriment.

You may bring your complaint to our attention in person, by email, on the telephone or in a letter.

We aim to resolve any complaint you have about the service we have given you as quickly as possible.

Who to Complain to

In the first instance please bring the matter to the attention of the person that you are principally dealing with at Key Conveyancing, or that person's Head of Department whose details will have been notified to you in our initial Welcome Letter.

If they are unable to resolve the issue with you then you may escalate the matter to the Partner responsible for supervising the office, however if you wish to take the matter directly to the Supervising Partner that is also acceptable.

The Supervising Partners can be contacted as follows:

complaints@keyconveyancing.co.uk

01604 210680

18 Queensbridge, Bedford Road, Northampton, NN4 7BF.

(please note that our Supervising Partners are assisted by Marion Palmann).

How we will Respond

Once your complaint has been received, we will write to you within 7 days to explain how your complaint will be investigated.

If a complete response to your complaint has not been made by that time, you will be told the latest date by which a complete answer will be given to your complaint (this should be not more than 28 days after we received your complaint).

If you have made the complaint orally - 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 we will offer remedial action or redress.

This will be actioned promptly.

If you Remain Dissatisfied

If after following the review process, you remain dissatisfied with any aspect of our handling of your complaint, you may directly contact the Legal Ombudsman to ask them to consider the complaint further.

The Legal Ombudsman's contact details are as follows:

enquiries@legalombudsman.org.uk

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

Tel no: 0300 555 0333

Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

Unless the Legal Ombudsman 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 in the first instance.

You can refer your complaint to the Legal Ombudsman in the period 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 a year from the date of the act or omission or up to a year after discovering a problem.

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

