



COMPLAINTS PROCEDURE

If you have any complaint about the way in which your matter has been dealt with by Advantage Legal, this is the procedure which will be followed :

1. A complaint is a verbal or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience, or detriment.
2. We aim to resolve any complaint you have about the service we have given you as quickly as possible.
3. For clients of our Abergavenny office - If you are unable to sort things out with Elaine Theaker please let us know in writing and we shall ask Bethan Theaker, Advantage Legal, 22 Commercial Street, Tredegar, NP22 3DH (tel: 01495 618759) to look into your complaint for us.
4. For clients of our Tredegar office - If you are unable to sort things out with Bethan Theaker please let us know in writing and we shall ask Elaine Theaker, Advantage Legal, 23 Nevill Street, Abergavenny, NP7 5AA (tel: 01873 852600) to look into your complaint for us.
5. Once we have received your complaint, 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 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.
6. 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.
7. If, after following the review process, you remain dissatisfied with any aspect of our handling of your complaint, you may contact the Legal Ombudsman to ask them to consider the complaint further :

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk/

Write to : Legal Ombudsman
 PO Box 6806
 Wolverhampton
 WV1 9WJ

Unless the Legal Ombudsman agrees there are good reasons not to do so, they 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 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 6 years from the date of the act/omission or 3 years from when you should have known about the issue. The Ombudsman deals with service-related complaints; any conduct-related complaints will be referred direct to the Council for Licensed Conveyancers, the body which regulates probate and property work undertaken by Advantage Legal.

8. You also have the opportunity to consider submitting your complaint via the EU Consumer Online portal for Dispute Resolution :

Website:

ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN

9. Alternative complaints bodies (such as Ombudsman Service - www.ombudsman-services.org) exist which are competent to deal with complaints about legal services, should both you and Advantage Legal wish to use such a scheme.

10. We do not agree to use any other dispute resolution service.