

## Complaints Policy & Procedure

### Version Control

Version	Name	Reason for change	Date
1	Maria Rodman	Document review	02.09.2013
2	Maria Rodman	Removal of Director/Law Society review	10.10.2013
3	Maria Rodman	Timescales Updated	16.9.2014
4	Peter Adlard	Amendment to process	12.05.2015
5	Maria Rodman	ADR changes	15.12.2015
6	Maria Rodman	PM to TM	28.11.2016
7	Maria Rodman	General review	23.1.2017
8	Robyn O'Grady	Update typo/link	10.07.2017

## Our Complaints Policy

Carpenters Limited's policy is that we are committed to providing a high quality service to all of our clients. Where a client believes that something has gone wrong, we would like them to tell us about it so that we can do our best to put things right. You can make a complaint using any method you wish be it social media, email, letter or telephone.

Carpenters Limited pride themselves on providing a high standard of client care. Our employees are fully trained on how these standards are to be met and the duties we have towards our clients. We do take any complaint very seriously and try to learn from them in order to help us to improve our service in the future. We will always deal with any complaint thoroughly and fairly. We encourage our employees to proactively deal with issues and to address them at the earliest opportunity so that we may focus on progressing our clients' claims and obtaining the best outcome for them.

## Our Complaints Procedure

There are times when things can go wrong and you have received a copy of this procedure as you have expressed dissatisfaction with an aspect of your case which the adviser was unable to resolve informally. All complaints are handled free of charge.

### What do I need to know?

1. Your complaint has already been logged onto our system.
2. Your complaint will now be reviewed by your adviser's Team Manager who may need to ask you for additional information.
3. The Team Manager will provide you with a comprehensive response within 21 days (unless they are absent in which case it will be assigned to another manager within the team) including suggesting options that are available to you by way of remedy.
4. If after receiving the initial response, you advise that you remain unsatisfied, we will arrange for the decision to be reviewed by a member of our Complaint's Management Team within 21 days as the final stage of our formal complaints procedure.
5. We are required to inform you that if you do not accept our decision about your complaint that you may choose what is known as alternative dispute resolution rather than or before taking the matter to the Legal Ombudsman. A list of providers has been put together by the Chartered Trading Standards Institute (CTSI – [www.tradingstandards.uk](http://www.tradingstandards.uk)). We will not put your complaint forward that is up to you to do.
6. In the event that you remain dissatisfied at the end of our procedure, you have the right to contact the Legal Ombudsman and ask them to review your complaint. The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton, WV1 9WJ, telephone 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

The Ombudsman might not be able to consider your complaint if what you are complaining about happened more than **six years** ago or you are complaining more than **three years** after you realised (or should have realised) that there was a problem. If we think that your complaint was made outside of these time limits but this is a matter for the Ombudsman to decide. If the Ombudsman agrees with us, they will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances.

**If you do decide to refer your complaint to the Ombudsman you must do so within six months of the date of our final response letter.**

If you do not refer your complaint to the Ombudsman within six months of the date of this letter, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. The very limited circumstances referred to above include, where the Ombudsman believes that the delay was as a result of exceptional circumstances.

We would refer you to the Ombudsman's website for further information which is [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)  
If it is necessary to change any of the procedures or timescales set out above, we will let you know and explain why.