



**RENIER GILLIES LTD t/a RG SOLICITORS
CONVEYANCING COMPLAINTS
HANDLING PROCEDURE**

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have any issue at all with the work we do for you or the service you receive, we want to resolve it before it becomes a complaint. In such circumstances, please discuss your concerns with your Case Manager (the person dealing with your file). They will listen carefully, are very open to your feedback and will work with you to resolve matters as quickly as possible.

What Will Happen Next?

1. Your Case Manager (CM) will verbally acknowledge your correspondence within 24hrs of receiving your complaint.
2. Your CM will provide you with a response to your concerns within two working days.
3. If you are not satisfied with the steps taken by your CM, please inform the CM and explain why you are not satisfied. Your CM will acknowledge the Issues raised within one working day.
4. Your CM will pass the details of your concerns to their Team Supervisor (TS). The TS will investigate further, which will usually involve reviewing your file and speaking with your CM. The TS will then contact you within five working days to discuss their findings and to do everything reasonable to resolve matters with you.
5. If you are not satisfied with the steps taken by the TS, please inform the TS and explain why you are not satisfied.
6. The TS will pass details of your concerns to our Conveyancing Manager, Tina Khanna (CvM). She will investigate your issue which will normally involve reviewing your file and speaking to your CM and their TS. The CvM will then contact you within ten working days to discuss your concerns and do everything reasonable to resolve matters with you.
7. If you are still not satisfied, you can then contact the Legal Ombudsman who provides the statutory complaints scheme for solicitors. Their contact details are: PO Box 6806 Wolverhampton WV1 9WJ (t) 0300 565 033 (e) enquiries@legalombudsman.org.uk (w) www.legalombudsman.org.uk about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint but for further information you should contact the Legal Ombudsman.
8. Alternative complaint bodies (such as ProMediate) (w) www.promediate.co.uk exist which are competent to deal with complaints about legal services should both you and RG Solicitors wish to use such a scheme. We DO NOT agree to use such a scheme.

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