

CLIENT COMPLAINTS PROCEDURE



INTRODUCTION

Our complaints procedure is available to all clients of JB Leitch*. If you are not a client of JB Leitch please contact our switchboard who will direct your call to the appropriate person.

We are committed to providing a professional, efficient and courteous service to all our clients. If you feel that something has gone wrong or you are unhappy with any aspect of the service that we have provided to you we want you to tell us. We regard it as an opportunity to monitor and improve our quality of service and we hope to resolve any problem to your satisfaction.

We treat all complaints seriously and are committed to investigating them promptly and fairly.

RESOLVING YOUR COMPLAINT

In the first instance you should contact the person dealing with your case. You can do this either in writing or by email. Your complaint will be acknowledged promptly.

In most cases the person dealing with your matter will be able to resolve your concerns immediately. If this is not possible we aim to provide a full response within fourteen business days.

If the matter is complex you may have to wait a little longer but we will always write to you within fourteen business days to provide a full update on progress and give you an estimate as to when we can provide a full response.

If you are not happy with the reply provided by the person normally dealing with your case you should refer the matter in writing to his or her supervising solicitor or manager explaining in as much detail as possible the nature of your continuing dissatisfaction. If you do not have the name of the supervising solicitor or manager you can contact Andy Hull on 0151 708 2250 who will provide this information.

The supervising solicitor or manager will consider your complaint, carry out an investigation and will provide a proposed solution within fourteen business days. If the matter is complex and it takes longer to deal with your complaint, we will contact you within fourteen business days to give you an approximate timescale of when you can expect a response.

If, following investigation by the supervising solicitor or manager, you remain dissatisfied with the response then your complaint may be referred to Jonathan Leitch our Principal Solicitor.

Should any circumstances exist which make it difficult for you to make a complaint in writing please contact Andy Hull on 0151 708 2250 who will do all he can to assist you.

At all times we will ensure that your complaint about the service provided by JB Leitch is carefully examined and resolved as quickly as possible.

JB Leitch Solicitors
10 Duke Street
Liverpool
L1 5AS

Telephone: 0151 708 2250

Email: mail@jbleitch.co.uk

REFERRAL TO THE LEGAL OMBUDSMAN

If you are not satisfied with the final response you may refer your complaint to the Legal Ombudsman.

The Legal Ombudsman expects complaints to be made to them within six years from the date of the act or omission about which you are concerned, or three years from when you should have known about the complaint. The Legal Ombudsman will usually only consider a complaint if our internal complaints procedure has been exhausted within the last six months.

The Legal Ombudsman's contact details are as follows:

Telephone: 0300 555 0333

From overseas: +44 121 245 3050

Minicom: 0300 555 1777

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

Address: Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ

*'JB Leitch' refers to the JB Leitch group of companies:
JB Leitch Limited
JB Leitch Real Estate Limited
