



TMT Legal Services Complaints Policy

We are committed to delivering high quality professional services to all our clients. However, we acknowledge that we may not always get it right and when something goes wrong, please tell us about it. This gives us the opportunity to investigate your concerns thoroughly and help us to improve our service.

What is a complaint?

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

How do I make a complaint?

In the first instance, if you are unable to sort things out with the person who has been dealing with you, then you may wish to speak to their direct line manager (details of which can be found in our client care letter sent to you at the outset of your matter). They will do their best to resolve any issues.

Alternatively, please contact us in writing by letter to TMT Legal Services, 12 The Marsh, Hythe, Southampton SO45 6AL marked for the attention of Tracey Matthews, Complaints Partner, or email compliance@tmtlegalservices.co.uk.

To help us understand your complaint, please provide your full name and contact details, what you think we have got wrong and how you would like your complaint to be resolved.

What will happen next?

We will send you an acknowledgement of your complaint within 7 days of receiving it together with a copy of this Complaints Policy. You will be told the latest date by which a complete response will be given to your complaint (no later than 28 days after we received your complaint).

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

If we do not receive a response from you within 4 weeks of the date of our final response, we will assume that your complaint has been resolved and will close the complaint.

If you are dissatisfied with any aspect of our handling of your complaint, you should contact us again and we will arrange for a Senior Partner to conduct a separate review. You will be told about the conclusion of this review within 28 days.

Referring your complaint to the Legal Ombudsman

If after following the above review process you remain dissatisfied with any aspect of our handling of your complaint, you may contact directly the Legal Ombudsman to ask them to consider the complaint further: Tel no: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

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

Address: Legal Ombudsman, PO Box 6806. Wolverhampton WV1 9WJ



The Legal Ombudsman is an independent complaints handling body that deals with complaints about poor service by lawyers and, generally, will require you to have first raised your complaint with us before they become involved. The right to refer a complaint to the Legal Ombudsman is not open to all types of client, e.g. large commercial companies, and the Legal Ombudsman may therefore decline to deal with your complaint. Please check the Scheme Rules for further details.

You must take your complaint to the Legal Ombudsman within 6 months of receipt of our written response and no more than 1 year from the date of the act or omission; or no more than 1 year from when you should reasonably have known that there was cause for complaint.

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

Alternative complaints bodies such as Ombudsman Services www.legalombudsmen.org.uk exist to deal with complaints about legal services should both you or our firm wish to use such a scheme. We agree to use the Legal Ombudsmen Service.