

# Making Complaints with Confidence

## Countrywide Conveyancing Services Complaint Handling Procedure

### Bringing concerns to our attention

We work hard to ensure your transaction goes as smoothly as possible. If you have any concerns, we want to put things right.

### Tell us about it

Stage One: If you have concerns with our service, please call the team number provided to speak to the Team Manager who will investigate and try to resolve your concerns. If they are unable to do this immediately they will acknowledge your complaint in writing within 48 hours and formally respond within 7 working days of receiving your complaint.

### What happens if we cannot reach an agreement?

Stage Two: If your complaint has not been resolved please write to the Operations Director at our office. Your letter will be acknowledged within 48 hours and a formal response provided within 7 working days of receiving your complaint.

### What happens if my complaint has not been resolved?

We would always want to settle your complaint personally but if we cannot do so you can contact the Legal Ombudsman at:

PO Box 6806,  
Wolverhampton,  
WV1 9WJ.  
Telephone 0300 555 0333  
Email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).



The Legal Ombudsman can investigate complaints up to six years from the date of the problem happening or within three years of when you found out about the problem. If you wish to refer your complaint to the Legal Ombudsman this should be done within six months of receiving our full written response to your complaint.

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