



## COMPLAINTS POLICY

Burdsall House  
The Derby Conference Centre  
London Road  
Alvaston  
Derby  
DE24 8UX  
UK

**Sort Legal**  
**Telephone:** 0333 323 1091  
**Web Site:** <http://www.sortlegal.co.uk>  
**Email:** [Info@sortlegal.co.uk](mailto:Info@sortlegal.co.uk)

**Version:** 7  
**Date:** 02/01/2025

## Complaints Policy

Sort Legal is committed to providing a high standard of service to our clients, however, we understand that you may feel that we may not always get it right. In the event that you feel you need to raise a concern then please contact us. We will respond to any concerns you may have and we will aim to resolve any complaint you have about the service we have given you as quickly as possible.

In the first instance you should contact the Conveyancer who has been dealing with your case, either by post, email or telephone, the complaint does have to be in writing. Setting out clearly the issues and the action you wish us to take may help us to resolve your concerns more quickly.

If your Conveyancer cannot adequately resolve the problem then you should contact their Team Leader, whose details would have been provided to you with our original Letter of Engagement.

If neither your Conveyancer nor their Team Leader are able to settle your complaint then please contact Rhodri Howells, our Head of Legal Practice by email at [Complaints@SortLegal.co.uk](mailto:Complaints@SortLegal.co.uk) or by writing to Sort Legal, Burdsall House, Derby Conference Centre, London Road, Derby, DE24 8UX.

## How we will deal with your complaint

We will deal with your complaint as quickly as possible, and you should receive a response within 28 days of us first receiving your complaint. If we have not resolved your complaint within 8 weeks of us receiving it then you may complain to the Legal Ombudsman.

### Stage A

- Once we have received your complaint we will write to you within 7 days acknowledging receipt of your complaint, confirm who has been allocated to deal with it and we will explain how your complaint will be investigated.
- We will advise you of the latest date by which a complete answer will be given to you, which will be within 28 days of us first receiving your complaint.
- The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld will offer remedial action or redress. This will be actioned promptly.

### Stage B

If you are not satisfied with our response to Stage A, then you can ask for this to be progressed to Stage B where a separate independent Head Conveyancer will take charge of the matter and will follow the same procedure as Stage A, being:-

- Once we have received your complaint we will write to you within 7 days acknowledging receipt, who has been allocated to deal with it and will explain how your complaint will be investigated.
- We will advise you of the latest date by which a complete answer will be given to you, which will be within 28 days of us first receiving your complaint.
- The assessment of the complaint will be based upon a sufficient and fair investigation. We will explain in writing our findings and where the complaint is upheld will offer remedial action or redress. This will be actioned promptly.

If your complaint is particularly complex and we have to change any of the timescales above, we will let you know and explain why and provide you with an updated timescale.

If, at the end of the above process, you continue to be dissatisfied with our response or any aspect of our handling of your complaint, you can contact the Legal Ombudsman at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH ; via telephone on 0300 555 0333 or by email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) The Legal Ombudsman's website is <http://www.legalombudsman.org.uk>

## Legal Ombudsman Time Frame

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

## Alternative Dispute Resolution

Alternative complaints bodies such as Promediate (<http://www.promediate.co.uk/>) exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme.

As you have access to the Legal Ombudsman we confirm that we **do not** agree to use Alternative Dispute Resolution. We are also required to provide you with the details of the EU Online Dispute Resolution platform (ODR). The ODR platform can be found at <http://ec.europa.eu/odr>. This service is for disputes arising from contracts entered into through online services.