



## Complaints Policy and Procedure

Threemo's aim is to deliver a service you are really happy with and we will take responsibility when we do not meet this standard. If you feel we haven't delivered a service which you are happy with, please tell us about it to ensure we can make things better. If you have a complaint about the service you have received from Threemo then this is the resolution process we will follow.

We class a complaint as a time when you tell us either on the phone, in person or in writing that you are not happy about something to do with the service you have received. This could be when you have (or may have) some sort of financial loss, distress, inconvenience or detriment as a direct result of the service delivered by Threemo.

1. We aim to resolve any complaint you have about our service as quickly as possible. If you are unable to sort things out with the person who has been dealing with your case, please contact Hayley Masheder ([info@threemo.co.uk](mailto:info@threemo.co.uk)).
2. Once we have received your complaint, Hayley will write to you within 7 days to explain how your complaint will be investigated if she has been unable to resolve it to your satisfaction immediately.
3. We will let you know the latest date by which a complete answer will be given to your complaint (this will not be more than 28 days after we received your complaint). If you have made the complaint at a meeting or on the phone we will set out in our full response, our understanding of the nature of your complaint
4. The assessment of the complaint will be based upon a detailed and fair investigation. We will take account of your individual needs particularly where we consider you to be a vulnerable person. The investigation will be impartial and comprehensive. Any allegations of discrimination, victimisation or harassment will be investigated thoroughly and disciplinary action will be taken where necessary. We will explain in writing our findings and where the complaint is upheld will offer remedial action or redress. This will be actioned promptly and within 28 days of acceptance. If you are dissatisfied with any aspect of our handling of your complaint, please feel free to contact Nick Masheder ([info@threemo.co.uk](mailto:info@threemo.co.uk)) who will conduct a separate review of your complaint. You will be told about the conclusion of this review within 21 days.
5. We will retain a record of complaints received, the outcome and any further action taken.
6. If after following the review process, you remain dissatisfied with any aspect of our handling of your complaint, you may contact the Legal Ombudsman to ask them to consider the complaint further:

Telephone: 0300 555 0333

E-Mail: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

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

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



Unless the Legal Ombudsman agrees that there are good reasons not to do so, they will expect you to allow us to consider and respond to your complaint in accordance with the procedure set out above in the first instance. You can refer your complaint up to 6 months after you have received our final written response to your complaint. You can also use the Ombudsman service if we have not resolved your complaint within 8 weeks of us receiving it. A complaint can be referred to the Legal Ombudsman up to six years from the date of the act or omission or up to 3 years after discovering a problem. The Ombudsman deals with service related complaints; any conduct related complaints will be referred to the Council for Licensed Conveyancers.

We will cooperate promptly and fully with any external investigation into your complaint.

Alternative complaints bodies may exist to deal with complaints about legal services but we do not agree to use any alternative schemes.

In addition to the above, if you make a valid claim against us for a loss arising out of work for which we are legally responsible, and we are unable to meet our liability in full, you may be entitled to claim from the Compensation Fund administered by the Council for Licensed Conveyancers (from whom details can be obtained). Disputes may also be referred to an Alternative Dispute Resolution entity which has been certified under the EU Consumer ADR Directive namely the Ombudsman Services, ProMediate and Small Claims Mediation.