**FORMAL RESOLUTION PROCEDURE (COMPLAINTS)**

**Our Complaints Partner and Deputy Complaints Partner**

Mr Weights is our Complaints Partner. Miss Morgan is Deputy Complaints Partner.

**Our formal resolution procedure**

We hope our formal resolution procedure is clear and simple. If any part of it is unclear, please contact our Complaints Partner/Deputy Complaints Partner, who will be happy to explain further. We aim to deal with your complaint as quickly as we can and in a maximum of eight weeks.

**What you can expect to happen**

1. Your complaint has been passed to our Complaints Partner/ Deputy Complaints Partner for his/her consideration.
2. If any part of your complaint is unclear, we will write to you within sevendaysto ask you to clarify.
3. Before your complaint reached this stage, it will have been considered by the person dealing with your case to see if it could be dealt with informally. We have reached this stage either because the person dealing with your case didn’t think an informal resolution was realistic or because you were dissatisfied with the informal resolution offered.
4. If we have been unable to deal with your complaint informally, our Complaints Partner/Deputy Complaints Partner will investigate your complaint. This will normally involve asking the person who has been dealing with your case to comment.
5. The investigation should normally be completed within eight weeks of your complaint, but if we consider that we need more time, we will write to you before the expiry of the time limit and seek to agree an extension of time with you.
6. Our Complaints Partner/Deputy Complaints Partner will inform you in writing of their conclusions. If they uphold your complaint, they will suggest possible remedies.
7. If, once you receive the investigation result, you wish to attend a meeting to discuss your complaint, you can request a meeting with the Complaints Partner/Deputy Complaints Partner. If it is not possible or constructive for a meeting to take place, we will explain why.

**Taking your complaint further – the Legal Ombudsman**

If at the end of this procedure you are still dissatisfied with our service, you have the right to take your complaint to the [**Legal Ombudsman**](https://www.legalombudsman.org.uk/).

Their telephone number is 0300 555 0333 or you can contact them via email at enquiries@legalombudsman.org.uk.or by post at:

Legal Ombudsman PO Box 6167

Slough SL1 0EH

Ordinarily, you cannot use the Legal Ombudsman unless you have first used our complaints procedure.

There are exceptions:

1. if we fail to deal with your complaint to your satisfaction with eight weeks of it being made to us;
2. the Legal Ombudsman considers that there are exceptional reasons to consider your complaint sooner, or without it having been made to us first; or
3. where the Legal Ombudsman considers that in-house resolution is not possible due to the irretrievable breakdown in the relationship between us and you.

**Important information regarding time limits normally applied by the Legal Ombudsman**

The Legal Ombudsman will not generally consider your complaint unless it has been referred to them (a) within six months of our written response and (b) within one year of the act or omission you are complaining about, or one year from the date when you should have realised there was cause for complaint. However, the Legal Ombudsman can extend these time limits where they consider it fair and reasonable to do so.