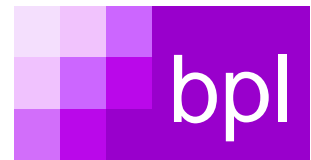


# Complaints Handling Policy

**bpl**solicitorslimited  
www.bplaw.co.uk



## **Our complaints policy**

We are committed to providing high-quality legal services to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

## **What will happen next?**

bpl Solicitors Limited adopts the following procedure in all cases :-

- We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
- Any complaints received will be taken seriously
- We will then investigate your complaint. This will involve passing your complaint to either the Conveyancing Manager or the Risk & Compliance Manager whose contact details are at the end of this note, who will review your matter file and speak the member of staff concerned.
- Following the review, we will send you a detailed written reply to your complaint, including any suggestions for resolving the matter, within 28 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for a Director to review the initial decision.
- We will write to you within 14 days of receiving your request for review, confirming our final position on your complaint and explaining our reasons.
- If you are still not satisfied after eight weeks of raising your complaint, you can then contact the Legal Ombudsman at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ about your complaint. Any complaint to the Legal Ombudsman must usually be made within three years of finding out there was a problem or in any event within six years of the original retainer coming to an end. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

There will be no fee payable for dealing with your complaint nor will your complaint prejudice any on going work we are carrying out on your behalf.

If we have to change any of the timescales above we will contact you and explain why.

Contact details in the event of a complaint are as follows:-

For Conveyancing Transactions -

**Donna Fraser – Conveyancing Manager bpl  
solicitors limited**

Mey House  
Bridport Road  
Poundbury  
Dorchester  
DT1 3QY

**Tel:** 01305 214206

**Mob:** 07775066005

**Fax:** 0333 370 4301

**Email:** [donna.fraser@bplaw.co.uk](mailto:donna.fraser@bplaw.co.uk)

For all other services –

**Nicola Parker – Risk and Compliance Manager  
bpl solicitors limited**

Mey House  
Bridport Road  
Poundbury  
Dorchester  
DT1 3QY

**Tel:** 01305 757958

**Mob:** 07464548338

**Fax:** 0333 370 4301

**Email:** [nicola.parker@bplaw.co.uk](mailto:nicola.parker@bplaw.co.uk)