ADVANTAGE PROPERTY LAWYERS LIMITED
COMPLAINTS PROCEDURE

If you have a complaint about the way in which your matter has been dealt with this is the procedure which will be followed:

Please note that if your conveyancing transaction is still on-going, the formal Complaints Procedure is handled independently and separately. You will need to continue to liaise with your conveyancing team regarding the progression of your case and the remedy of any issues you are experiencing. Every conveyancer has a manager who will be more than happy to assist you if necessary. The procedure detailed below and the individuals mentioned therein will <u>not</u> be able to assist you in progressing your case.

1. A complaint is an oral or written expression of dissatisfaction which alleges that the complainant has suffered (or may suffer) financial loss, distress, inconvenience or detriment.

2. We aim to resolve any complaint you have about the service we have provided as quickly as possible. If you are unable to sort things out with the person who has been dealing with you or their supervisor, please contact:

   Client Services Team
   Advantage Property Lawyers Limited
   Hurley House
   1 Dewsbury Road
   Leeds
   LS11 5DQ

   Email: MyComplaintAPL@aplawyers.co.uk

3. Once we have received your complaint a member of the Client Service Team will write to you within 7 days with an acknowledgement and reply fully to your complaint within 28 days. This will enable us to carry out a thorough review of your file, undertake a full investigation into your complaint and provide you with a detailed response. If you have made a complaint verbally – either at a meeting or on the telephone – 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 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.

5. If you are dissatisfied with our reply to your complaint, please contact:

   Head of Regulatory Oversight
   Advantage Property Lawyers Limited
   Hurley House
   1 Dewsbury Road
   Leeds
   LS11 5DQ

   Email: MyComplaintAPL@aplawyers.co.uk

An independent review of your complaint will be conducted. You will be told about the conclusion of this review within 28 days.

6. If after following the review process you remain dissatisfied with our handling of your complaint, you may contact directly the Legal Ombudsman to ask them to consider the complaint further. Their contact details are:

   Legal Ombudsman
   PO Box 6167
   Slough
   SL1 0EH

   Tel: 0300 555 0333 Minicom: 0300 555 1777
   Email: enquiries@legalombudsman.org.uk
   Website: http://www.legalombudsman.org.uk

Unless it agrees there are good reasons not to do so, the Legal Ombudsman will expect you to allow us to consider and respond to your complaint in the first instance.

You can refer your complaint to the Legal Ombudsman 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 1 year from the date of the act or omission or up to 1 year after discovering a problem. The Ombudsman deals with service-related complaints only; any conduct-related complaints should be referred to the Council for Licensed Conveyancers.

Alternative complaints bodies (such as ProMediate 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. We do not agree to use this scheme.

Advantage Property Lawyers Limited