



Complaints Procedure

We always strive to deliver the highest standard of service, however in the event that you should not feel satisfied, our Complaints Procedure is set out below in respect of both service complaints and legal, regulatory and conduct related complaints.

Service Complaints

If you do not feel satisfied with the service and feel that the matter can be resolved informally or operationally you should ask to speak with the Team Leader for the Legal Team acting for you.

If you wish to make a formal complaint then you can do so by emailing complaints@wymlegal.com to raise a Stage 1 Complaint. We will acknowledge your complaint within 7 days and respond to it in full within 28 days.

Should you not feel satisfied with our response to your complaint then this may be escalated as a Stage 2 Complaint to our Head of Legal, Nancy Oliver on stage2@wymlegal.com. We will acknowledge this within a further 7 days and respond in full within 8 weeks of your original complaint.

If the matter cannot be resolved to your satisfaction using our internal complaints procedure, then you may refer the case to the Legal Ombudsman (PO Box 6167 Slough SL1 0EH, Tel.: 0300 555 0333 web: www.legalombudsman.org.uk).

From 1st April 2023, the time limits for referring a complaint to the Legal Ombudsman will be no later than :

One year from the date of the act or omission being complained about; or

One year from the date when the complainant should have realised that there was cause for complaint.

Legal, Regulatory and Conduct Complaints and Data Handling Complaints

Any complaints in respect of conduct or legal and regulatory matters should initially be addressed in writing to our Head of Legal, Nancy Oliver, who is a registered Licensed Conveyancer. She can be reached on nancyl@wymlegal.com.

Reference can also be made in respect of conduct complaints to the Council for Licenced Conveyancers ("CLC") (We Work, 120 Moorgate, London, EC2M 6UK, Tel 0203 859 0904 , Web: www.conveyancer.org.uk) who derives its powers as our governing body from the Administration of Justice Act 1985. 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 CLC (from whom details can be obtained).

In the event that you should have a complaint about our handling of your personal data, you can raise this with us internally by emailing dataprotection@wymlegal.com. Complaints regarding the handling of personal data can also be made to the Information Commissioner's Office ('the ICO') at <https://ico.org.uk/concerns>

The ICO has published guidance on your data rights which is available at <https://ico.org.uk/> or by telephoning the ICO's helpline on 0303 123 1113.

05/11/2024