

## **Complaints Procedure**

Wentworth Andrews Ltd aims to provide you with a service of the highest standard. If you are unhappy with any aspect of our service then you are able to initiate our complaints procedure and we will endeavor to resolve your concerns to a satisfactory outcome.

### **How to make a complaint**

You can initiate a complaint by writing to us at our registered office: 87 Erith Road, Bexleyheath, Kent, United Kingdom, DA7 6BS; by email: [info@wentworth.andrews.com](mailto:info@wentworth.andrews.com); by telephone: 07932818342 and/or in person at our registered office.

### **Dealing with your complaint**

Upon receipt of your complaint we will deal with this as follows:

- (1) We will acknowledge your complaint in writing within two (2) working days. You will be provided with the name and contact details of the person handling your complaint and when you can expect to receive their response.
- (2) Within four (4) weeks of receiving your complaint, we will:
  - a) Write to you with our final response in relation to the subject matter of your complaint; or
  - b) Write to you to explain our investigation is yet to be completed and provide you with an approximate timescale of when you can expect to receive our final response.
- (3) Within eight (8) weeks of receiving your complaint, we will:
  - a) Write to you with our final response in relation to the subject matter of your complaint; or
  - b) Write to you to apologise for the delay together with an explanation of the cause for the delay and when you can expect to receive our final response. In the event we still require additional time to deal with a complaint after eight (8) weeks, you have the right to refer your complaint to the Legal Ombudsman.

### Still unhappy with our final response

In the event you remain unsatisfied with our final response, you may wish to refer your complaint to the Legal Ombudsman. The Legal Ombudsman can investigate complaints up to six (6) years from the date of the problem happening or within three (3) years of when you found out about the problem.

If you wish to refer your complaint to the Legal Ombudsman this must be done within six (6) months of our final response to your complaint. You can contact the Legal Ombudsman by the following:

In writing:	Legal Ombudsman, PO Box 6804, Wolverhampton, WV1 9WG
By telephone:	0300 555 0333 (between 8.30am - 5.30pm)
By email:	<a href="mailto:cmc@legalombudsman.org.uk">cmc@legalombudsman.org.uk</a>
Website:	<a href="http://www.legalombudsman.org.uk/cmc">www.legalombudsman.org.uk/cmc</a>