

## Eden Complaints Policy

Eden's aim is to provide the best customer experience at all times. We are committed to investigating and resolving complaints and service issues quickly and effectively.

### Initial Complaints Process

If you are not satisfied with the service you have received or if you have concerns in relation to your transaction, please raise these issues with the property lawyer handling your case and they will try to agree a resolution with you as quickly as possible.

If you are unable to reach a satisfactory conclusion with your property lawyer then please contact us via one of the following methods:

By email: [complaints@edenconveyancing.com](mailto:complaints@edenconveyancing.com)

By telephone: 0117 471 1300

By post: Unit 7.19 Paintworks, Bath Road, Bristol, BS4 3EA

Your complaint will then be dealt with by the supervisor of the property lawyer handling your case.

Upon receipt of your complaint, we will acknowledge receipt of your complaint by email and try to provide a full response in five working days. If more investigation is required, then we will notify you within 5 working days of receipt of your complaint how that complaint will be investigated and you will be told the latest date by which a complete answer will be given. This should not be more than two weeks after we received your complaint.

As all complaints and service issues are recorded in our Complaints Log complaints are regularly reviewed to ensure that we learn from the issues raised moving forward.

### Escalated Complaints Process

In the event that our Initial Complaints Process has been extinguished and the issues raised have not been resolved, the following procedure will be adopted:-

1. Please email our Head of Legal Practice, Sam Strong, at: [holp@edenconveyancing.com](mailto:holp@edenconveyancing.com) or via the telephone number and address above.
2. We will acknowledge receipt of your complaint by email within five working days

3. Within four weeks of receipt of your escalated complaint, we will email you with a report detailing our investigation of your complaint, with suggestions for resolution wherever possible. Where we are unable to meet these timelines, we will update you on the reasons for any delay. Our report will include a clear explanation of our assessment and decision on the complaint and any offer of remedial action or redress where a complaint is upheld. You will also be given the opportunity to discuss the issues raised with the individual dealing with your complaint. Our response will contain information on your Right to refer to the Legal Ombudsman (see below)

### **External Complaints Process**

In the event that you are still not satisfied, after having fully extinguished our internal complaints procedure, you may contact the Legal Ombudsman to consider the complaint.

The Legal Ombudsman will not deal with your complaint until 8 weeks have elapsed since the implementation of our formal complaints procedure. The Legal Ombudsman deals with service related complaints only and will refer any conduct related complaints to The Council for Licensed Conveyancers.

The Legal Ombudsman expects complaints to be made to them within one year from the date of the act or omission being complained about, or with one year from the date when the complainant should have realised that there was cause for complaint.

The contact details for the Legal Ombudsman are as follows:-

**Telephone:** 0300 555 0333

**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**Websites:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

**Address:** Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ