



Your Conveyancing Service - Customer Satisfaction

Our Law Firms are committed to delivering a high level of service, however sometimes things can go wrong. We want to hear from you if you feel unhappy with the service you have received from LMS or one of our law firms.

This document tells you how to make a complaint. If you contact us about it, we will try our best to put matters right for you and improve our service to all our customers.

How we can help

- ▶ LMS will investigate your complaint independently of the law firm and will aim to resolve your complaint impartially.
- ▶ We aim to resolve complaints as fairly and as quickly as we can. There are always two sides to any dispute, so we will look carefully at both sides and weigh up all the facts.
- ▶ We may think the law firm you are complaining about has treated you fairly, if so, we will tell you.
- ▶ We may decide the law firm has acted wrongly and you have lost out as a result. If so, we can request the law firm to put things right for you. Generally, the aim is to put you in the position you would be in if things had not gone wrong.
- ▶ Our dedicated customer relation's team adheres to a complaints procedure that is fully compliant with our lender clients wishes.

To make a complaint

If you have a complaint, please telephone us on **0343 221 0700** so that we can help you as quickly as possible.

Alternatively, email customerservice@lms.com or write to us at:

Customer Relations
LMS
Aldford House
Lloyd Drive
Cheshire Oaks Business Park
CH65 9HQ

Getting back to you

- ▶ Once we have been informed about a complaint from you we will firstly agree who is going to respond. In the majority of instances LMS will take ownership of the complaint and respond to all parties and we will let you know who will be looking after your complaint.
- ▶ Wherever possible telephone complaints are resolved there and then. If this is not possible we will aim to resolve your complaint within 10 working days.
- ▶ We aim to acknowledge all complaints within 24 hours whether received in writing, by email or by telephone.
- ▶ We aim to resolve all complaints within 28 working days, but in some instances this may take longer depending on the complexity of the issue. You will be kept fully informed by your preferred method of communication.

Please let us know so that we have the opportunity to see if there is anything further we can do.

Taking the complaint further

In the unlikely event the Customer Relations Team are unable to resolve your complaint the matter will be reviewed by the Operations Director. Once we are satisfied we have considered all aspects of your complaint we will contact you with our final response.

We always hope that we are able to resolve your complaint. However if we have been unable to satisfy your complaint in our final response you can seek a further independent review from either:

When the law firm are acting for you

Address:

Legal Ombudsman Service
PO Box 15870
Tamworth
B77 9LE

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

When the law firm are acting on behalf of your mortgage provider

Address:

Financial Ombudsman Service
South Quay Plaza
183 March Wall
London
E14 9SR

Tel: 0300 123 9123

Email: complaints.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

