

SANDERSON WEATHERALL LLP

COMPLAINTS HANDLING PROCEDURE

1. Should you have cause to complain about our standards of service, we will adopt the following procedures to address your concerns:
2. Your complaint should be referred in the first instance to Chris Sutcliffe (Finance Director) 0800 122 3050 at 6th Floor, Central Square, 29 Wellington Street, Leeds, LS1 4DL who will pass on for review by relevant Partner with overall responsibility for complaints handling in the Division.
3. Your complaint should be made in writing, explain the circumstances from which it arises, the response you have received from the individual concerned and the reasons you are not satisfied with this response.
4. We undertake to set out, in writing, our understanding of the circumstances of your complaint within a period of seven days from receipt of your written complaint. If we are unable to respond within seven days, we will advise you in writing within that period with a revised date for submitting our understanding of the matter to you.
5. We will provide a letter informing you of the conclusions of the investigation and the actions taken within a period of thirty days of receipt of your complaint. If we are unable to respond within thirty days, we will advise you in writing within that period with a revised date for submitting our conclusions to you.
6. If the complaint handling is not completed expeditiously or to your satisfaction, you should refer this once more to Chris Sutcliffe.
7. Subsequent correspondence between us may naturally ensue, but we will inform you clearly and in writing when, in our opinion, we have done as much as we can to investigate and, if relevant, resolve your complaint. If you remain dissatisfied at that point, we are agreeable to third party mediation between yourself and this firm. Your complaint may be referred to the Neutral Evaluation Procedure for Surveying Disputes operated by the Chartered Institute of Arbitrators. Where a client is acting in a personal capacity, we are agreeable to a referral of your complaint to the Ombudsman Services: Property.

Nov 2022 – Please note this document is available in Braille in accordance with the DDA (Disability Discrimination Act).