

Complaint Handling Procedure

Whilst we aim to provide our clients with superb service, we appreciate that sometimes we don't quite get things right. Where a complaint is raised, we would like to discuss your concern to establish what has happened, and how you feel we can put things right.

How we will handle your complaint

Step 1

You can complaint to us by any reasonable means but the quickest way to tell us about your complaint is by contacting us via telephone on the number below:

Call us on: 01554 575000

Write to us: Suite 2, Dura Park
Yspitty Road
Llanelli
SA14 9TD

E-mail us: complaints@sanderson-drake.co.uk

Step 2

Upon receipt of your complaint we shall attempt to contact you and provide you with an acknowledgement of complaint within 3 working days.

Whilst we aim to resolve all complaints within 5 working days, further investigation may be required. Where this happens, we will write to you with an update within 4 weeks.

Where further investigation is required, we will provide our Final Response within 8 weeks of acknowledgement.

Step 3

Should you remain unhappy with our Final Response, or have been unable to resolve your complaint within 8 weeks, you may refer the matter to the Legal Ombudsman within 6 months of our Final Response.

By telephone: 0333 555 1777

In writing: Legal Ombudsman
PO Box 6804
Wolverhampton
WV1 9WG

By e-mail: cmc@legalombudsman.org.uk