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# carpenters group

Complaints Policy & Procedures

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## Our Complaints Policy

Carpenters Group are committed to providing a high quality service to all of our clients. However, if a client believes that something has gone wrong, we would like them to tell us about it so that we can do our best to put things right.

Carpenters employees pride themselves on providing a high standard of client care. Our employees are fully trained on how these standards are to be met and the duties we have towards our clients. We do take any complaint very seriously and try to learn from them in order to help us to improve our service in the future. We will always deal with any complaint thoroughly and fairly, free of charge. You can make a complaint verbally to your case handler, to their manager, by letter, email, our website or via social media. On request, we can provide you with a pre-paid business reply envelope to do so.

### Our Complaints Procedure

You may have received a copy of this procedure as you have expressed dissatisfaction with an aspect of your case which the case handler was unable to resolve informally at first point of contact.

Alternatively, where we receive any indication that you may wish to dispute or challenge any aspect of our bill, we will treat that as a complaint.

### What do I need to know?

1. Your complaint will be logged onto our system.
2. Your complaint will now be reviewed by your adviser's Team Manager who may need to ask you for additional information.
3. The Team Manager will provide you with a comprehensive response within 21 days (unless they are absent in which case it will be assigned to another manager within the team) including suggesting options that are available to you by way of remedy.
4. If after receiving the initial response, you advise that you remain unsatisfied, we will arrange for the decision to be reviewed by a member of our Complaint's Management Team within 21 days as the final stage of our formal complaints procedure.
5. In the event that you remain dissatisfied, you have the right to contact the Legal Ombudsman and ask them to review your complaint. The Legal Ombudsman can be contacted at PO Box 6806, Wolverhampton, WV1 9WJ, telephone 0300 555 0333 or email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

The Ombudsman might not be able to consider your complaint if what you are complaining about happened more than **six years** ago or you are complaining more than **three years** after you realised (or should have realised) that there was a problem. If your complaint is outside of the time limit you may ask the Ombudsman whether they will be prepared to accept the complaint however they will only do so where they believe that the delay for raising the complaint was as a result of exceptional circumstances.

**If you do decide to refer your complaint to the Ombudsman you must do so within six months of the date of our final response letter.**

We would refer you to the Ombudsman's website for further information which is [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

As an alternative to the Ombudsman, you have the option of referring the matter for Alternative Dispute Resolution. Further details can be found at the following website:

<https://www.citizensadvice.org.uk/consumer/alternative-dispute-resolution/settling-out-of-court/using-alternative-dispute-resolution-adr/>