

Our Complaint Policy

Carpenters Limited is 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 colleagues pride themselves on providing a high standard of client care. We train all our colleagues on how we can meet these standards and the duties we have towards our clients. We take any complaints very seriously and try to learn from them to help us to improve our services in the future.

We always deal with any complaints thoroughly, fairly and free of charge. We can accept complaints in your preferred format and on request, we can provide a pre-paid business reply envelope if required. If at any time you wish to obtain a status update on your complaint, please contact your case handler or the person dealing with the complaint.

Our Complaint Procedure

You will have received a copy of this procedure as you have expressed dissatisfaction with an aspect of our legal service that 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 manage it as a complaint under this procedure.

Where a service being complained about was provided by a third party over which we have no control, we will not investigate that complaint, but we can provide you with contact details or forward on the complaint as necessary. We will also not consider complaints based on the legal advice we have given.

The use of AI to draft complaints.

AI tools can be helpful, but they can also introduce errors or make the issue you wish to raise unnecessarily complex or unclear. If you are using AI to help draft a complaint, please make sure it reflects your complaint accurately.

We have seen an increase in complaints that appear to have been drafted by generative AI. These often require further clarification due to inaccuracies or unnecessary complexity, which can cause delays in the investigation process.

Our priority is to understand, in your own words, what has happened, why you are dissatisfied, and what outcome you are seeking. If you need to complain:

- You should only include the details that genuinely reflect your concerns. AI tools can sometimes generate lengthy or overly detailed wording that goes beyond the specific issues you wish to raise in your complaint.
- Avoid over-complicating your complaint. We are familiar with the relevant regulatory and procedural frameworks that govern our work, so references to rules and regulations are not necessary for us to investigate your complaint.
- Your complaint should be clear, concise and focused. Brief and direct complaints are easier to assess and usually lead to a quicker, more accurate resolution.
- Check that your complaint is factually accurate. AI-generated content can sometimes misstate or overstate legal procedures or misrepresent your instructions. Please review your complaint carefully and do not assume the AI's wording is an accurate reflection of your concerns.

What do I need to know?

- Your complaint will be logged on our system and referred to our Customer Support Team. They will acknowledge the complaint and may contact you for further information.
- Once we have all the relevant complaint points, a review of the file will be undertaken and you will be provided with a comprehensive response, including an outcome decision and any appropriate remedy.
- You will have the opportunity to make any necessary comments, however where this does not lead us to change the outcome you will be advised that this is our final stance.
- Regulatory timescales give us 8 weeks in which to provide a response to a complaint, however we aim to provide a response well within this timeframe.
- After receiving our final response to the complaint, you may refer the matter to the Legal Ombudsman for an independent review. The Ombudsman will obtain evidence from both parties to determine whether the service and complaint handling has been reasonable (including any remedies offered). The Legal Ombudsman can be contacted at PO Box 6167, Slough, SL1 0EH, telephone 0300 555 0333 or email enquiries@legalombudsman.org.uk.
- If your complaint involves a concern about your personal data, you may also refer that element of your complaint to the Information Commissioners' Office (ICO). You can do this online at [Make a complaint about how an organisation has used your personal information | ICO](#) or by phone on 0303 123 1113.

Please be aware that we will not tolerate abusive or threatening behaviour towards our colleagues and where such behaviour is repeated despite warnings to cease, we will not pay out any financial compensation as part of any subsequent complaint.

An Ombudsman may dismiss complaints where there are “compelling reasons” where they consider that there has been no significant loss, distress, inconvenience or detriment.

The timescale for an Ombudsman to consider a complaint is one year from the date of the act complained about or from when a complainant should have realised there was an issue. If your complaint is outside of the above timescale, you may still ask an Ombudsman to consider investigating, however they will consider whether it is fair and reasonable to do so.

If there is undue delay in bringing a complaint, or an Ombudsman feels that a complaint is too complex to investigate proportionately, they may discuss it without making further enquiries.

If you do decide to refer your complaint to the Legal 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 - www.legalombudsman.org.uk