

COMPLAINTS POLICY

COMPLAINTS HANDLING PROCEDURE

We Are committed to providing a high-quality complaints policy with legal process and due diligence service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and reinforce our commitment to all our customers to continuous improvement. Our Complaints handling procedure is available by email or post for free on request.

If you have a complaint, please contact Mark Crozier at Future Corporate Technologies Limited. Registered Office Address: East Farm House, Offerton Lane, Sunderland, SR4 9JL. Email complaints@fct.services or please telephone Mark Crozier on 0191 5359050 or Mobile 07436 863456.

This complaint procedure is applicable to the company mentioned above and all complaints will be treated with courtesy and respect as outlined in our website “treating all our customers fairly”.

We have eight weeks to consider your complaint. If we have not resolved the complaint within this time you may complain to the Legal Ombudsman Services. The Ombudsman Services are impartial and free for any of our clients who wish to use them.

We allow all our complaints to be made and progressed through each stage of the process below either by phone, in person or in writing (including by email)

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Managing Director, Mark Crozier who will review your matter file and speak to the member of staff who acted for you.
3. Mark Crozier will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Mark Crozier will write to you to confirm what took place and any solutions he has agreed with you. Our complaint might be resolved by apologising, making a goodwill gesture or giving compensation.
5. If you do not want a meeting or it is not possible, Mark Crozier will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director or someone unconnected with the matter at Future Corporate Technologies Limited or, for a sole practitioner to review his/her own decision or appropriate alternative such as review by another local solicitor or mediation to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.