

## **LMS Customer Satisfaction**

Both LMS and our law firms are committed to delivering a high-level of service to our customers, however sometimes things go wrong. We want to hear from you if you feel unhappy with the service you have received from us or one of our law firms.

This leaflet tells you how to make a complaint. If you tell us about it, we will try our best to put matters right for you and improve our service to all our customers.

### **How will we help you?**

- LMS will investigate your complaint independently of the law firm and where your complaint is against LMS, we will aim to resolve your complaint impartially.
- We aim to resolve complaints as fairly and as quickly as we can. There are always two sides to any dispute, so we will look carefully at both sides and consider all the facts.
- We may think the law firm you are complaining about has treated you fairly, if so, we will tell you and our reasons why.
- We may decide the law firm has acted wrongly and you have lost out as a result. If so, we will request the law firm put things right for you. Generally, the aim is to put you in the position you would be in if things had not gone wrong.
- Our dedicated Customer Relations Team adheres to a complaints procedure that is fully compliant with our lender clients expectations.

### **To make a complaint**

If you have a complaint, please telephone us on 0343 221 0700 so that we can help you as quickly as possible.

Alternatively, you may email us at [customerservices@lms.com](mailto:customerservices@lms.com), or write to us at:

Customer Relations  
LMS  
Bickerton House  
Lloyd Drive  
Cheshire Oaks Business Park  
Cheshire  
CH65 9HQ

## Getting back to you

- Once we have been informed about a complaint from you, we will agree who is going to respond. Usually, LMS will take ownership of the complaint and respond to all parties, however on occasion the response will be sent by the law firm or lender.
- Wherever possible telephone complaints are resolved there and then. If this is not possible, we will aim to resolve your complaint within 10 working days.
- We aim to acknowledge all complaints within 1 working day whether received in writing, by email or by telephone.
- We aim to resolve all complaints within 20 working days, but in some instances, this may take longer depending on the complexity of the issue. You will be kept fully informed by your preferred method of communication.

## Taking your complaint further

In the unlikely event the Customer Relations Team are unable to resolve your complaint the matter will be reviewed by the Chief Operating Officer. Once we are satisfied, we have considered all aspects of your complaint we will contact you with our final response.

We always hope that we can resolve your complaint. However, if we have been unable to satisfy your complaint in our final response you can seek a further independent review from either:

### When the law firm are acting for you:

Legal Ombudsman Service  
PO Box 6806  
Wolverhampton  
WV1 9WJ

**T:** 0300 555 0333

**E:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**W:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

### When the law firm are acting for the lender:

Financial Ombudsman Service  
Exchange Tower,  
Harbour Exchange Square,  
London,  
E14 9SR

**T:** 0800 023 4567

**E:** [complaint.info@financialombudsman.org.uk](mailto:complaint.info@financialombudsman.org.uk)

**W:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)