

# Complaints Policy



We are committed to providing a high-quality service and to dealing with all our clients fairly. We acknowledge that we may not always get it right so if something has gone wrong, including in relation to the bill, we need you to tell us.

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## How to make a complaint?

You can contact us in writing (by letter, fax or email) or by speaking with our Complaints Director whose contact details are:

**Nitin Khandhia, BTMK Solicitors Limited**  
**19 Clifftown Road, Southend-on-Sea**  
**Essex SS1 1AB**  
**Email: [nitin.khandhia@btmkfs.co.uk](mailto:nitin.khandhia@btmkfs.co.uk)**  
**Tel: 01702 238542 • Fax: 01702 331563**

To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- **your full name and contact details**
- **what you think we have got wrong**
- **what you hope to achieve as a result of your complaint, and**
- **your file reference number (if you have it)**

If you require any help in making your complaint we will try to help you.

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**Please note that all advice provided to you is provided under a separate letter of engagement with Landmark IFA Ltd and any complaint in relation to advice provided will be dealt with under the Landmark IFA Ltd Complaints policy. BTMK Financial Services is a trading style of Landmark IFA Limited which is authorised and regulated by the Financial Conduct Authority, under reference 225538, with registered address Wardens House, 4 Broad Street, Stamford, Lincs, PE9 1PB.**

**The Financial Ombudsman Service is available to sort out individual complaints that clients and financial services businesses aren't able to resolve themselves. To contact the Financial Ombudsman Service. Please visit: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)**

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## How will you deal with my complaint?

We will record your complaint centrally.

We will write to you within three (3) working days acknowledging your complaint, enclosing a copy of this policy.

We will investigate your complaint. This will usually involve:

- **reviewing your complaint**
  - **reviewing your file(s) and other relevant documents, and**
  - **speaking with the person who dealt with your matter**
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We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.

We will update you on the progress of your complaint at appropriate times.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within twenty-one (21) days of the date of our letter of acknowledgement.

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#### **What if I am not satisfied with the outcome?**

If you are unhappy with the outcome of our complaints handling procedure, please first let us know and we will review the matter.

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#### **What will it cost?**

We will not charge you for handling your complaint.

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding.

The Legal Ombudsman service is free of charge.