

ASSOCIATION OF LEASEHOLD ENFRANCHISEMENT PRACTITIONERS

MAKING A COMPLAINT

Please use this form to record your complaint against an ALEP Member. To see a copy of the Complaints Procedure, please visit: <https://www.alep.org.uk/how-alep-works>

Please note that the ALEP Complaints Committee can only investigate a complaint which is made about a Member's breach of the ALEP Code of Practice (contained within the ALEP Constitution). To see a copy of the Code of Practice, please visit: <https://www.alep.org.uk/code-of-practice>

Before making a complaint to ALEP, **we suggest you first try to resolve your complaint through the Member's internal complaints process and if still not satisfied via its professional regulator.** To obtain a copy of their complaint's procedure, please contact the Member directly.

This complaints procedure is not intended in any way to remove other avenues of redress that anyone using the services of an ALEP member may have with bodies that regulate the individual activities of members, such as the Solicitors Regulation Authority, the Bar Council, or the Royal Institution of Chartered Surveyors.

The ALEP complaints procedure does not deal with any allegations of professional negligence or breach of professional duty against a Member or make awards of financial compensation.

About you

Your title (Mr, Mrs, Miss, Ms, Dr, Other)	
First name	
Surname	
House number or name	
Street name	
Town or City	
Country	
Postcode	
Daytime telephone number	
Email address	

About your complaint

When did the problem you want to complain about happen?	Date:
When did you become aware of the problem?	Date:
When did you complain to the Member?	Date:

Please note, the ALEP Complaints Committee can only consider complaints made within **six months** of the matter in question.

Who are you complaining about?

What is the name of the Member you are complaining about?	
Are you making a complaint about a particular person within the Member organisation? Please give their name (optional).	

Please note, the ALEP Complaints Committee can only consider complaints about an ALEP Member. To check the list of current Members, please see: <https://www.alep.org.uk/practitioners-list>

I have tried to use the member's inhouse complaint process:	Yes	No
If yes, what was the outcome?		

I have complained to the regulator:	Yes	No
If yes, what was the outcome?		

Your complaint

Please fill in the details of your complaint within the categories below. **If some categories are not relevant to your complaint, please leave blank.**

Please provide any supporting documentary evidence where appropriate, **up to a maximum of 20 A4 pages.**

The member did not agree, in writing, the terms of engagement (including the fee structure).

The member did not deliver services in accordance with the agreed terms of engagement.

The member did not maintain adequate records of all transactions.

The member does not have an insurance policy and/or practising certificate that adequately covers the member against proven claims for professional negligence.



The member did not disclose any existing conflict of interest or any circumstances that may give rise to a conflict of interest, or declare an interest or any contractor or business employed to provide services in connection with the transaction.

The member did not actively or regularly consult the client or the client's leading representatives as per the terms of engagement before taking major decisions on their behalf.

The member did not extend a courteous and professional service.

The member was not honest at all times, was not open and transparent, and/or made false representations.



The member processed personal data received from ALEP enquiries for direct marketing purposes.

The member acted outside their limitations.

The member made inaccurate claims about the skills or experience of the organisation or those working within it.

The member organisation does not operate its own formal complaints procedure.

Please return this form, together with any supporting documentation (in the first instance limited to no more than 20 A4 pages), by email only to admin@alep.org.uk

The Complaints Committee may request additional information/documents should it be deemed appropriate.