

Complaints Procedure

The Company is committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to maintain and improve our standards.

Our Complaints Procedure

If you have a complaint, please contact the Practice Manager, Yvette Huxstep, in the first instance, with the details.

What will happen next?

1. We will acknowledge receipt of your complaint, in writing, within three working days. Our response will detail the complaint you have raised and, where necessary, we ask you to confirm or clarify the details. We will also let you know who will be dealing with your complaint and we will provide you with the contact details for the Legal Ombudsman, with the postal and web address of that organisation. You can expect to receive our letter within three working days of receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within two working days of receiving your complaint.
3. Director, Alastair Caisley, will start to investigate your complaint and send you his detailed reply, or invite you to a meeting to discuss the matter. He will do this within 10 working days. The complaint investigation will normally involve Mr Caisley examining your file and speaking with the person within the Company who acted for you. If Mr Caisley was acting for you, the investigation will be carried out by another Director, Neil Aitken.
4. If you would like to have a meeting to discuss and hopefully resolve your complaint, we will arrange this within three working days of your request.
5. Within three working days of the meeting Mr Caisley will write to you to confirm what took place and any solutions he has agreed with you.
6. If you do not want a meeting or if it is not possible, Mr Caisley will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. You will receive this within 21 days of the Company acknowledging your complaint.
7. At this stage, if you remain dissatisfied, you can let us know. We will then arrange to review the decision. This may happen in one of the following ways:
8. Mr Caisley, as Investigating Officer, will review the decision personally within 5 working days.

9. *OR* We will arrange for Director, Neil Aitken, or someone within the Company who is not connected with the complaint, to review the decision.
10. We will let you know the result of the review within 10 working days of receiving your request for a review. At this time, Mr Caisley will write to you confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

What to do if we cannot resolve your complaint

If, after eight weeks from raising your complaint, you are still not satisfied with our decision at the conclusion of our complaints procedure, you may refer the matter to The Legal Ombudsman. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman not later than one year from the date:

- of the act or omission being complained about; or
- when the complainant should have realised that there was cause for complaint.

The contact details of The Legal Ombudsman are:

The Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

Tel: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](http://www.sra.org.uk).