

Scottish Complaints Policy

We value your business and do not wish you to have any reason to be unhappy with us. We are confident of providing a high quality service. It is therefore important that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

Our complaints procedure

If you are dissatisfied with service received or would like advice reviewed or if you wish to discuss or challenge a bill received, please write to the member of staff who is dealing with your matter. If that is not appropriate, or if you are still dissatisfied, you should write to the supervising partner for the practice area handling your instruction, whose name is in our original client care letter to you (or can be obtained from our reception on 0345 073 9900).

If you do not feel you can raise your concerns with either of these people or are still dissatisfied, please contact Claire McCracken who is Weightmans' Client Relations Manager (Weightmans (Scotland) LLP, The Ink Building, 24 Douglas Street, Glasgow, G2 7NQ or e-mail claire.mccracken@weightmans.com). Please set out as clearly as you can the nature of your complaint or concern and how it has arisen. Please ensure your letter or e-mail quotes Weightmans' file reference number and if you know it, the identity of your Weightmans contact.

Upon receipt of your complaint

Within five working days of receipt of your complaint we will:

- Record your complaint in our central database.
- Send you a letter or email acknowledging receipt.
- Ask you to confirm or explain any details which are unclear or request further information or documents from you. We will ask you to provide these details/information/documents within a specific time period.

Our investigation

- 1 If we have asked for further details, information or documents, we will acknowledge those within five working days of receipt.
- 2 We will investigate your complaint. This will generally involve:
 - a. Reviewing the complaint;
 - b. Reviewing the file(s) and any other relevant documents; and
 - c. Discussing matters with the member of staff who dealt with your matter.



- 3 We may provide you with progress updates on your complaint where appropriate.
- 4 We may deem it necessary to invite you to a meeting. This meeting may be face to face, video call, or by telephone. If we meet, we will write to you within five working days of the meeting to confirm what took place and any solutions we have agreed with you.
- 5 Following our investigation, we will write to you with our view of your complaint, and how to resolve it. We endeavour to do this within 28 days of receiving your complaint, which is in line with the Scottish Legal Complaints Commission (SLCC) definition of a “reasonable time”.
- 6 If we require additional time to deal with your complaint, we will notify you of this as soon as possible, giving reasons as to why we are unable to respond within the “reasonable time”, or the relevant time limit in this policy.
- 7 If you are still not satisfied, you can write to us again. A solicitor other than the person you met, or who wrote to you, will review the decision to ensure that due process under this policy and SLCC guidance was followed.

We will then write to you confirming our final position on your complaint and to explain our reasons, within five working days of the end of the review.

- 8 If we cannot resolve your complaint:
 - You can contact the SLCC after 28 days have elapsed from the date we received your complaint. Please note that the SLCC imposes strict time limits for bringing a complaint and will only accept complaints brought about inadequate service within three years of the date on which you were **last** provided with a service in connection with the specific piece of legal work you are complaining about.
 - If the complaint, or part of it, is about inadequate service we have provided to **someone else** (a third party complaint), you can contact the SLCC and in this instance their time limit is three years after the occurrence of what is being complained about.
 - If the complaint is about the conduct of the practitioner or the practitioner being convicted, the SLCC time limit is three years after what is being complained about happened, or the date of conviction.
 - You can find details of the SLCC at <https://www.scottishlegalcomplaints.org.uk/> or by calling 0131 201 2130 or emailing enquiries@scottishlegalcomplaints.org.uk The postal address for the SLCC is 12–13 St. Andrew Square, Edinburgh EH2 2AF.

Weightmans (Scotland) LLP
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