

## WATSON + LYALL BOWIE



### COMPLAINTS PROCEDURE

In the event that a client is dissatisfied with any aspect of the service provided to them, they have the right to make a complaint.

Sometimes problems can arise due to misunderstandings and problems with communication. Accordingly in the first instance a client considering making a complaint is invited to speak to the partner responsible for the matter which has given rise to the complaint. That partner will give due and proper consideration to the complaint and will discuss the matter fully and frankly with the client.

Thereafter if the client remains dissatisfied then if they have not already done so they should submit their complaint in writing to the Client Relations Partner. If they are the partner who was responsible for the matter giving rise to the complaint then the matter would be referred to another partner. Alternatively the client may wish to contact The Scottish Legal Complaints Commission.

#### **Scottish Legal Complaints Commission**

**The Stamp Office**

**10 - 14 Waterloo Place**

**EDINBURGH**

**EH1 3EG**

[www.scottishlegalcomplaints.org.uk](http://www.scottishlegalcomplaints.org.uk).

When submitting a written complaint the client should try and set out the basis of their complaint clearly and concisely.

The complaint will be investigated and a response issued as promptly as possible. The timescale involved in issuing a full response will be dependant upon the nature and complexity of the complaint. However, an initial response to the complaint will normally be issued in writing within twenty-one days of the date of receipt of the complaint.

In appropriate circumstances the client will be invited to attend a meeting to discuss the complaint and the response to it. The client may also request such a meeting at any time.

Following the meeting or in the event of there being no meeting a full written response will be issued to the complaint.

**Note:** If a client has any difficulty in reading or writing or has language or other difficulties this should be brought to our attention, in which event appropriate consideration shall be given to the complaint being dealt with in alternative manner.