

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 are still dissatisfied please contact Claire McCracken who is Weightmans' Client Relations Manager (Weightmans Scotland LLP, 144 West George Street, Glasgow, G2 2HG 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 quotes Weightmans' file reference number and if you know it, the identity of your Weightmans contact.

Upon receipt of your complaint

Within three 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 and
- Let you know the name of the person who will be investigating your complaint.

If we have asked for further details, we will acknowledge those within three working days of receipt and confirm what will happen next.

Our investigation

- 1 Within seven working days of receiving your complaint (or the further details requested), we will ask the member of staff who acted for you to comment and will review your file.
- 2 Within 10 working days of receiving your complaint (or the further details requested), we will write to you with our view of your complaint, and how to resolve it.



- 3 We may invite you to a meeting. If we meet, we will write to you within two working days of the meeting to confirm what took place and any solutions we have agreed with you.
- 4 If you are still not satisfied, you can write to us again. We will review our decision. This will happen in one of the following ways:
 - The person you met, or who wrote to you, will review their own decision within five working days.
 - We will arrange for someone in the firm, who has not been involved in your complaint, to review it. They will do this within 10 working days.
 - We may invite you to agree to independent mediation or Zoom call. We will let you know how long this process is likely to take.
- 5 We will then:
 - Write to you confirming our final position on your complaint and explain our reasons, within five working days of the end of the review and (if appropriate).
 - Give you the name and address of the Scottish Legal Complaints Commission. If you are still not satisfied, you can contact them about your complaint. Please note that the Scottish Legal Complaints Commission imposes strict time limits for bringing a complaint and will only accept complaints brought within one year of the service ending or the conduct complained of occurring.
- 6 If we have to change any of the time scales above, we will let you know and explain why.

Weightmans LLP
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