

# Complaints Procedure

---

You have received a copy of this policy because you have made a complaint to Wilson McKendrick. All complaints are dealt with according to the following procedure wherever possible. Mark Wilson, Managing Partner is responsible for dealing with your complaint. He can be contacted on-

0141 222 7955

[markwilson@wilsonmckendrick.co.uk](mailto:markwilson@wilsonmckendrick.co.uk)

## What will happen now?

1. We will record your complaint in our central register and open a file for your complaint. We will investigate your complaint by examining the relevant files and speaking to the relevant members of our staff.
2. We will within 48 hours of intimation of your complaint, either telephone you or send you a letter. This contact will be to acknowledge your complaint, clarify the details and issues of the complaint and if possible to attempt to resolve it immediately.
3. If our initial contact was unable to resolve the complaint we will within 7 days of the first contact write to you setting out his views on the situation and any redress that we would feel to be appropriate.
4. If we consider it appropriate we may invite you to meet Mark Wilson to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. Within two days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you.
5. In appropriate cases we could offer an apology, a reduction of your bill or a repayment in relation to any payment received. At this stage, if you are still not satisfied, please let us know. We will then arrange for a partner in the firm who has not been involved in your complaint to review it. We would generally aim to do this within 10 days.
6. We will let you know the result of the review within five days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons. We will also give you the name and address of the Scottish Legal Complaints Commission ("SLCC"). If you are still not satisfied, you can contact them about your complaint. We very much hope that this will not be necessary. The SLCC operates strict time limits for accepting complaints, which require complaints to be made within one year of the service ending or the conduct occurring. However, the SLCC will disregard any time it considers that the complainer was excusably unaware of their concerns

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