Complaints Procedure

Our Commitment
We aim to provide excellent legal services. If you're dissatisfied, we encourage you to let us know so we can address your concerns promptly.

How to Make a Complaint

1. **Informal Resolution**
   Initially, please contact the person handling your matter to discuss your concerns. Many issues can be resolved informally at this stage.

2. **Formal Complaint**
   If you're not satisfied with the informal resolution, please submit a written complaint to:

Complaints Handling Director
Wilson McKendrick Solicitors
Email: complaints@wilsonmckendrick.co.uk
Address: Queens House, 29 St Vincent Place, Glasgow, G1 2DT
Please provide details of your concerns and any desired outcomes.

Our Response
- We will acknowledge receipt of your complaint within 5 working days.
- We aim to resolve your complaint within 20 working days. If we need more time, we'll inform you and explain why.

If You're Still Unhappy
If you're not satisfied with our final response, you can contact the Scottish Legal Complaints Commission:
- **Phone**: 0131 201 2130
- **Email**: enquiries@scottishlegalcomplaints.org.uk
- **Website**: www.scottishlegalcomplaints.org.uk

Please note, the Scottish Legal Complaints Commission will usually only consider your complaint after we've had the opportunity to address it.

Additional Notes
- There is no charge for handling your complaint.
- 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 may disregard any time it considers that the complainer was excusably unaware of their concerns.