



## Making a Complaint

### 1. The first contact

If you have a complaint your first contact should be the Solicitor acting, Department Head or Client Relations Manager (CRM). The current Client Relations Manager is Janice Jones, and you can contact her at [janice.jones@andersonstrathern.co.uk](mailto:janice.jones@andersonstrathern.co.uk) or on 07415 227 533.

### 2. If you are dissatisfied with the answer received

If you are not satisfied, you should contact the Client Relations Manager using the details above or if you have already dealt with the Client Relations Manager, you can contact the [Scottish Legal Complaints Commission \(SLCC\)](#), Capital Building, 12-13 St Andrew Square, Edinburgh, EH2 2AF.

### 3. Information required to investigate the complaint

You will be asked to provide a summary of your complaint identifying (if possible) the issues involved. For example, an issue with fees, delays in response, the advice given.

### 4. Timescales

Generally, the Client Relations Manager will acknowledge your complaint within 48 hours. Once enough information has been received regarding the issues raised, the Client Relations Manager will investigate the complaint within 20 working days.

### 5. How the complaint is handled

Generally, the firm would communicate with you in writing. However, once the Client Relations Manager has considered the complaint and provided you with a substantive response, any further communication can be arranged and agreed with you, such as by phone, in person or in writing.

### 6. Outcome

The complaint may be upheld in whole or part or may be rejected in whole or in part. This will be set out in writing to you. As per point 2 above, if you remain dissatisfied with the outcome you may refer the matter to the [Scottish Legal Complaints Commission \(SLCC\)](#), Capital Building, 12-13 St Andrew Square, Edinburgh, EH2 2AF.