

We are committed to providing high quality legal services to our clients. Nevertheless, we know that, from time to time, things can go wrong. We also want to learn lessons, to improve our services and to maintain the highest standards possible. We want to try to put things right. We will strive to deal with any issues in an effective, fair, open, and prompt way.

To raise a concern or make a complaint, please in the first instance raise it with the person dealing with the matter or, their department manager. If you prefer you can also refer the complaint to our Client Relations Manager Janice Jones, by emailing janice.jones@andersonstrathern.co.uk or writing to her at [George House, 50 George Square, Glasgow G2 1EH](#). We prefer to deal with your complaint in writing, but if this is not possible, please let us know and we will try to deal with it by an in person or virtual meeting (at your choosing) to discuss matters. You will not be charged for the handling of your complaint.

To assist us in investigating your complaint, please provide full details of your complaint, including, where possible, the name of the person complained about, the nature of your complaint, and as much detail and any supporting documents that you consider relevant to your complaint. We will acknowledge your complaint within 2 working days of its receipt after which the complaint will be investigated, and we will provide a substantive response within 20 working days. As part of our investigation, we will discuss the points that you raise with the solicitor named and their supervising partner or department manager, as applicable. If we are unable to respond fully within the 20 working days, we will advise you of this as soon as possible, explain why it has not been possible to respond within that timescale and let you know when we anticipate being able to reply with a substantive response in full.

If we are unable to resolve your complaint or you are not satisfied with our response, for complaints about:

- a Scottish matter or a solicitor registered in Scotland you should contact the Scottish Legal Complaints Commission ("SLCC"), 12-13 St Andrew Square, Edinburgh, EH2 2AF, enquiries@scottishlegalcomplaints.org.uk. See www.scottishlegalcomplaints.org.uk for more information. The SLCC operate strict time limits for accepting complaints which, in general require complaints to be made within 3 years of the service ending or the conduct occurring. However, the SLCC will disregard any time it considers that you were excusably unaware of your concerns.
- a fee, in relation to Scottish matter, you may also be able to refer the fee to the Auditor of the Court of Session by a process called "taxation". The procedure is set out in Section 61A of the Solicitors (Scotland) Act 1980.
- an English or Welsh matter or lawyer registered in England and Wales, you may be entitled to complain to the Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ, 0300 555 0333, enquiries@legalombudsman.org.uk. See www.legalombudsman.org.uk for more information. The Legal Ombudsman can only consider complaints from certain types of clients. If you wish to refer your complaint to the Legal Ombudsman, you should do so within 1 year of the date of the act or omission about which you have complained or within 1 year of you realising there was a cause for complaint. You must also refer your complaint to the Legal Ombudsman within 6 months of our final response to your complaint.
- the professional conduct of this firm or a solicitor regulated by the Solicitors Regulation Authority in England, you should contact the Solicitors Regulation Authority ("SRA"), The Cube, 199 Wharfside Street, Birmingham, B1 1RN, <https://www.sra.org.uk/consumers/problems/report-solicitor/>. See <https://www.sra.org.uk/> for more information.
- a fee, in relation to an English or Welsh matter, you may also be able to refer your fee for assessment as set out under Part III of the Solicitors Act 1974.