



Aberdein Considine

# Complaint Handling Policy

## How do we view complaints?

We are genuinely sorry that you have a complaint about the service we have provided to you. Client satisfaction is of paramount importance to us. Our aim is to provide our clients with the best service we are able to at all times. If we fail to meet your expectations or if a mistake is made, we will endeavour to resolve your complaint, to your reasonable satisfaction, as quickly as possible.

We promise to:

- ▶ Fully and fairly investigate your complaint.
- ▶ Keep you fully informed of progress.
- ▶ Do everything we can to resolve your complaint in a timely manner.

## Who will deal with your complaint?

You can make a complaint by:

- ▶ Phoning – 0333 00 44 333
- ▶ Emailing – [complaints@acandco.com](mailto:complaints@acandco.com)
- ▶ Calling at one of our offices in person. (by appointment - please call the number above to agree a mutually suitable time)
- ▶ In writing to:  
Client Relations Partner  
Aberdein Considine  
1<sup>st</sup> Floor, Blenheim House,  
Fountainhall Road,  
Aberdeen, Scotland, AB15 4DT  
(Please quote your six, or seven, digit case number)

## How will your complaint be dealt with?

We will fully investigate your complaint, keep you advised of progress and do everything possible to resolve your complaint. We will deal with your complaint as follows:

### i. Within 3 working days

We will try to resolve your concerns within 3 working days. If this is not possible, we will acknowledge your complaint in writing or by email (if you have provided us with an email address). We will do our best to resolve the complaint as quickly as possible.

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**ii. Within 15 working days**

We will endeavour to issue you with our final response. In the event that we have still not resolved the complaint within 15 working days we will write again to explain the reasons and advise when we expect to be able to give our final response.

**iii. Within 8 weeks**

You will receive a response from us which will comprise of either:

- a. A final response on behalf of the firm (this may include an explanation from the Solicitor or staff member who is the subject of your complaint), or
- b. An 8 weeks' holding letter, explaining what is causing any delays and when we expect to give our final response. Also providing you with your rights to refer your complaint to an independent body.

## What if you remain dissatisfied?

Once you have received our final response, you can contact us should you remain dissatisfied, and we will:

- a. Review any misunderstandings of the original complaint or address any missed original complaint points in our final response (we will endeavour to respond to all written correspondence within 7 working days).
- b. If you are adding anything additional to the original complaint or bringing a new complaint, this will go back through the complaint process.
- c. If you are dissatisfied with our original decision, your complaint file will be passed to one of the firm's Senior Partners. They will acknowledge receipt of your complaint file in writing, and will endeavour to write to you within 10 working days with the outcome of their complaint review.

If we have not been able to resolve your complaint to your satisfaction or if we have not resolved your complaint within 8 weeks of receipt and you want to take the matter further, you may be entitled to refer your complaint to one of the below bodies:

### England and Wales:

**Financial Ombudsman Service (FOS)** – *Can help resolve individual disputes between financial businesses and their customers on a wide range of financial products and services.*

**Address:** Financial Ombudsman Service, Exchange Tower, London, E14 9SR

**Telephone:** 0800 023 4 567

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

**Legal Ombudsman (LeO)** – *Can help resolve disputes between consumers and legal service providers with regards to the service you have received.*

**Address:** Legal Ombudsman PO Box 6167, Slough, SL1 0EH

**Telephone:** 0300 5550333

**Email:** [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**Website:** [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

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**Solicitors Regulation Authority (SRA)** – *Can help if you are concerned about a solicitor's behavior.*

**Address:** The Cube, 199 Wharfside Street, Birmingham, B1 1RN

**Telephone:** **0370 606 2555**

**Website:** [www.sra.org.uk](http://www.sra.org.uk)

## **Scotland:**

**Scottish Legal Complaints Commission (SLCC)** - *Can help if you are concerned about the service you have received from your legal practitioner or about the way a legal practitioner has behaved.*

**Address:** Scottish Legal Complaints Commission, The Stamp Office, 10-14 Waterloo Place, Edinburgh, EH1 3EG

**Website:** [www.scottishlegalcomplaints.com](http://www.scottishlegalcomplaints.com)

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To whom you can refer your complaint to will be confirmed within your final response or 8 week holding letter, as it will depend on your location and nature of your complaint.

There are however, strict time limits with regards to the acceptance of complaints by all bodies, these are shown below and will also be confirmed in your final response or 8 week holding letter:

You must approach the FOS, LeO or SRA within six months of receiving a final response from us about your complaint and within one year of the act or omission about which you are complaining (or if outside of this period, within one year of when you should reasonably have been aware of it).

For the SLCC complaints are to be made within 1 year of service ending or the conduct occurring in respect of work instructed prior to 1st April 2017 and for 3 years in respect of new work which was first instructed on or after that date or where the alleged occurrence of a specific act, omission or conviction complained of was on or after that date.

## **What to do if you are unhappy with our behaviour**

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority -

[www.sra.org.uk](http://www.sra.org.uk)

## **Closing your complaint file**

We shall close your complaint file on issue of your final response or on confirmation from you that you are satisfied with our response to your complaint.

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Aberdein Considine is a trading name of Aberdein Considine LLP, a limited liability partnership, registered in Scotland (SO306828). We are regulated by the Law Society of Scotland and authorised and regulated by the Solicitors Regulation Authority (with authorisation number 8011453) and Financial Conduct Authority. A list of members is available for inspection at our registered office, 1st Floor, Blenheim House, Fountainhall Road, Aberdeen, AB15 4DT. To understand how we handle and process personal data, see [www.acandco.com/privacy-policy](http://www.acandco.com/privacy-policy).