



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. Customer satisfaction is of paramount importance to us. Our aim is to provide our customers 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
- Calling at one of our offices in person. (by appointment - please call the number above to agree a mutually suitable time)
- In writing to:

Complaints Director
Aberdeen Considine
5 – 7 Bon Accord Crescent
Aberdeen
AB11 6DN
(Please quote your six 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:

- 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 and consented to this method of contact). We will do our best to resolve the complaint as quickly as possible.
- 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 week 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

Website: 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

Website: www.legalombudsman.org.uk

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

Address: The Cube, 199 Wharfedale Street, Birmingham, B1 1RN

Telephone: 0370 606 2555

Website: 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

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Telephone: 0800 023 4 567
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

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

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.