



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:

- ▶ Emailing – complaints@acandco.com
- ▶ In writing to:

Client Relations Partner
Aberdein Considine LLP
1st Floor, Blenheim House,
Fountainhall Road,
Aberdeen, Scotland, AB15 4DT

(Please quote your six, or seven, digit case number if appropriate. You may find this in our reference on any letter(s) we may have sent to you).

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 of receipt of your complaint**

We will acknowledge your complaint in writing or by email (if you have provided us with an email address) within 3 working days. We will do our best to resolve the complaint as quickly as possible.

ii. Within 28 calendar days of receipt of your complaint

We will endeavour to issue you with our response within 28 calendar days of receipt of your complaint. If we have been unable to resolve your complaint at that time, we will write again to explain why it has not been possible to respond within that timescale and advise when we expect to be able to respond fully to your complaint.

iii. Within 8 weeks of receipt of your complaint

If we have not been able to resolve your complaint in accordance with (ii) above, and we have been unable to respond fully after 8 weeks, you will receive an explanation of what is causing any delays and when we expect to give our detailed response. We will also provide you with your rights to refer your complaint to an independent body.

What if you remain dissatisfied?

Once you have received our response, you can contact us should you remain dissatisfied, and we will review any misunderstandings of the original complaint, address any missed original complaint points or review any additional points of complaint you wish to raise. We will endeavour to provide our further response within 10 working days.

If you remain dissatisfied with our original decision, your complaint file will be passed on to one of our 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 and you want to take the matter further, you will be entitled to refer your complaint to one of the bodies below. To whom you can refer your complaint will be confirmed within our response to your complaint or our response if we have been unable to respond to your complaint within 8 weeks, 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:

Scotland: If your complaint is about a Scottish matter, or the behaviour or conduct of a solicitor registered in Scotland, you may complain to:

Scottish Legal Complaints Commission (SLCC)

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

Website: www.scottishlegalcomplaints.com

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.

England and Wales: If your complaint is about an English or Welsh matter, or a lawyer registered in England and Wales, you may complain to:

Legal Ombudsman (LeO)

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) – If your complaint is about the behaviour or conduct of a solicitor regulated by the Solicitors Regulation Authority, you may complain to.

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

Telephone: 0370 606 2555

Website: www.sra.org.uk

For complaints related to lenders serviced by our Lender Services or Mortgages teams:

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

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).

Closing your complaint file

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

Data handling complaints

If you wish to make a complaint regarding the way we have handled your personal data, you may submit it in writing to Aberdeen Considine LLP, 1st Floor, Blenheim House, Fountainhall Road, Aberdeen, Scotland, AB15 4DT or by email to complaints@acandco.com.

We will acknowledge receipt of your complaint and provide a full response in line with the timescales shown above once our investigation is complete. If you are not satisfied with our response, you may escalate your complaint to our Data Protection Officer at DPO@acandco.com, or directly to the Information Commissioner's Office (www.ico.org.uk).

We recognise that Alternative Dispute Resolution Regulations have implemented ADR/EDR Directive 2013/11/EU to promote alternative dispute resolution as a means of redress for consumers in relation to unsatisfactory services. We have however chosen not to adopt an ADR process and if you have any concerns about the services you receive from this firm you should contact the firm's Client Relations Partner.