

Client Care -

making a complaint

At CCW we aim to provide a high quality and efficient service to all our clients. However, in the unfortunate event that you feel you have a concern or complaint to be addressed, please be assured that we take these matters very seriously and will make every effort to deal with your concern/complaint in a sympathetic, prompt and professional manner.

We hope the following will answer any questions you have with regard to making a complaint, but if you need any more information, please do not hesitate to contact us.

How do I make a complaint?

Ideally in writing by:

- completing the form overleaf; or
- in letter form.

However, if you prefer, you can make your complaint over the telephone or at a meeting.

I've made a complaint, what happens next?

Our Client Relations Officer, Stephen Cotton, will acknowledge receipt of your complaint in writing within ten working days. He will then record all the information you have supplied and undertake a full investigation of your complaint.

What if my complaint is about the Client Relations Officer?

In this event, your complaint will be handled by the Deputy Client Relations Officer and you will be advised who this is when we receive your complaint.

What investigations will the Client Relations Officer carry out?

The Client Relations officer will thoroughly investigate all information supplied by you and make all necessary internal investigations from your client file records. You may also be invited to a meeting to discuss the issues raised. Except with your agreement, this whole process will not take longer than twenty working days from receipt of your complaint.

What happens next?

Hopefully, the Client Relations Officer will be in a position to resolve your concern or complaint and offer an appropriate solution.

I'm not satisfied with the reply to my complaint, what can I do?

Please let the Client Relations Officer know of your dissatisfaction. The role of the Client Relations Officer is to try to resolve your problem in an appropriate way and there may be an alternative solution to your problem.

I'm still not satisfied, can I complain to an outside body?

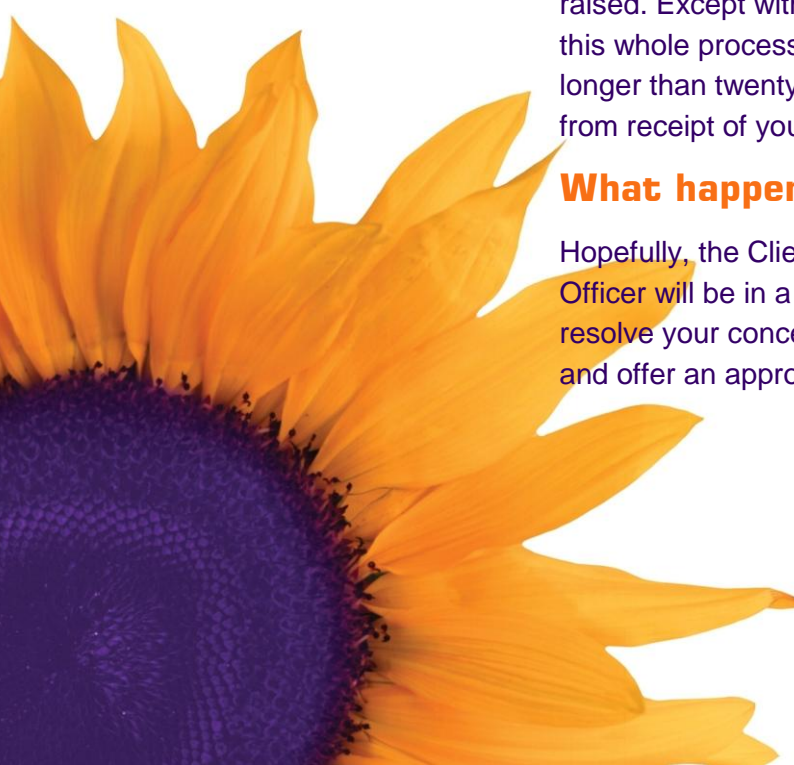
Yes. At any time you can contact:

The Scottish Legal Complaints Commission,
The Stamp Office,
10 Waterloo Place,
Edinburgh EH1 3EG
www.scottishlegalcomplaints.com

Telephone Helpline Number

0131 528 5211, who can give you advice on what can be done if your complaint is unresolved.

You must make your complaint to the Scottish Legal Complaints Commission within one year of the service or conduct complained of occurring or first coming to your attention. If you do not do so it will not be considered.



In the event of a complaint please complete the following:

Name

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What is the type of business giving rise to the concern i.e. what did you instruct CCW to advise you about?

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Name of solicitor involved

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Area of concern-please set out your complaint in your own words
(Continue on a separate sheet if necessary)

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What outcome would you like to see from this complaint?

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Any other issues you would like to mention should be set out here
(Continue on a separate sheet if necessary)

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We are committed to complying with the Disability Discrimination Act 1995, and will do everything reasonably practicable to ensure equality of access to CCW. If you require this leaflet in **larger type**, or need any other assistance in dealing with CCW, please let us know.

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