

MACFARLANES LLP
COMPLAINTS PROCEDURE

Our Complaints Procedure

We are committed to the provision of excellent legal advice and client care. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Service Complaint

If you have a complaint about our service, please contact the partner responsible or our Managing Partner with the details.

What will happen next?

- 1 We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this Procedure.
- 2 We will then investigate your complaint. This will normally involve passing your complaint to someone unconnected with the day to day handling of your matter, who will be one of the relevant Head of the Department which handled your matter, the firm's General Counsel or the Managing Partner. They will review your matter file and speak to the partner and/or member of staff who acted for you.
- 3 You may be invited to a meeting to discuss and hopefully resolve your complaint, if applicable, within 14 days of our sending you the acknowledgement letter.
- 4 Within three working days of such meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
- 5 If a meeting is not applicable or possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- 6 At this stage, if you are still not satisfied, you should contact us again and we will arrange for a final review of your complaint by the Managing Partner (provided they have not previously reviewed it or, if they have, subject to you having raised new concerns or circumstances).
- 7 If applicable we will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- 8 If you are still not satisfied, you may be able to refer your complaint to the Legal Ombudsman by email at enquiries@legalombudsman.org.uk, by post at PO Box 6806, Wolverhampton WV1 9WJ or by telephone on 0300 555 0333 (if calling from the UK) or +44 121 245 3050 (if calling from overseas). Any referral to the Legal Ombudsman must usually be made:
 - within six months of receiving a final response to your complaint;
 - no more than six years from the date of act/omission; or
 - no more than three years from when you should reasonably have known there was cause for complaint.
- 9 Solicitors are obliged to submit to the alternative dispute resolution procedure operated by the Legal Ombudsman, if the client qualifies for its use (see www.legalombudsman.org.uk).

If we have to change any of the timescales above, we will let you know and explain why.

Conduct Complaint

If your concerns are in relation to our conduct or behaviour (for example dishonesty, taking or losing money or treating you unfairly because of your age, a disability or other characteristic) you can raise these with the Solicitors Regulation Authority via their website: www.sra.org.uk.