

Ergo Law Limited

Complaints Procedure

Introduction

At Ergo Law we aim to provide the highest standards of service and provide legal advice which is professional, courteous and efficient. However, there may be occasions when you feel that we have failed to meet an acceptable standard of service. Any expression of dissatisfaction about the service you have received from Ergo Law will be considered seriously. We would like to take the opportunity to put things right for you as quickly as we can and take steps, where appropriate, to make sure that any mistakes don't happen again. We regard it as an opportunity to monitor and where possible and appropriate, to improve our quality of service. We will investigate your concerns objectively and aim to generate a positive and swift resolution. This document provides information on the process we will follow if you raise a complaint with us.

Informing us

If, at any time, you have cause for complaint, the first step is to let us know, ideally in writing. Your terms of business letter (sent to you at the time of your initial instruction) will contain details of who to contact to raise your complaint and this is usually the solicitor you have been dealing with or the director with responsibility for client relations. Your terms of business letter will also provide details of the client relations director. If you require a copy of your terms of business letter please contact office@ergolaw.co.uk to request this. If there are any circumstances which make it difficult for you to make a complaint in writing, please call 0131 618 7007 to speak to the director for client relations who will do what they can to assist you.

Timescales

We will acknowledge your complaint within five working days of receipt and will provide a detailed response within 20 working days of receipt of the complaint. Some complaints may take longer to process, but we will keep you informed of this, the reasons for the delay and the revised time scales.

Investigation

In order to reach a decision, the director for client relations will consider your complaint, carry out an investigation and will provide a response in accordance with the timescales outlined above. In order that we may investigate your complaint as fully and as efficiently as possible we would ask you to provide us with as much detail surrounding your complaint as you can including relevant dates and personnel where possible.

Resolution

We will write to you to explain the findings of the investigation and the decision reached by the client relations director including any suggested steps for resolution. We will aim to resolve your complaint at this stage, and we hope that you will not then need to progress beyond this first step. If you remain dissatisfied with the final response

provided by our client relations director you may refer your complaint to The Scottish Legal Complaints Commission (SLCC).

SLCC

The SLCC requires that, in the event of a complaint, the relevant legal practitioner is given a reasonable opportunity to resolve such complaint before it is raised with the SLCC. The SLCC is the single gateway for receipt of complaints about legal practitioners. Their address is SLCC, The Stamp Office, 10-14 Waterloo Place, Edinburgh, EH1 3EG. The SLCC can be contacted on enquiries@scottishlegalcomplaints.org.uk or telephone 0131 201 2130. Further details on their role can be found at www.scottishlegalcomplaints.org.uk

We appreciate feedback and are committed to resolving all complaints quickly and fairly.