

COMPLAINTS PROCESS

How we deal with complaints from clients

Our service

We're committed to providing a high quality legal service to our clients. When something goes wrong, we want you to tell us about it, so we can work with you to try to sort it out. This will help us to improve our standards and services in the future.

Who to contact

If you have a complaint, please discuss your concerns first with the partner responsible for your work. You'll find their name in our Terms of Engagement letter. The partner will have been most closely involved in your case and will be best placed to consider your concerns and try to resolve matters with you.

If you remain unhappy, or if you'd prefer, you can raise your concerns with our Client Relations Partner, David Hossack, by [email \(David.Hossack@morton-fraser.com\)](mailto:David.Hossack@morton-fraser.com) or you can write to him at Morton Fraser, Quatermile Two, 2 Lister Square, Edinburgh, EH3 9GL.

How we will contact you

We usually communicate by email. If you'd prefer us to contact you another way, please let us know.

How to set out your complaint

It's helpful if you can explain (as fully as possible):

- Who you're unhappy with, and/or
- The issues or incidents that have led to you being dissatisfied.

If you have any documents to support your complaint, please let us know. We can then ask you to let us have copies, if we think we need them to respond to your complaint.

What happens next?

- We'll acknowledge your complaint within 3 days of receiving it.
- We'll investigate your complaint. This will normally involve our Client Relations Partner discussing your complaint with the people involved and any other relevant parties.
- We'll examine the relevant files.
- We may need to ask you to confirm or explain matters in more detail, or send us documents.

- We'll aim to send you a written reply, confirming our position and reasons for it, within 14 days of our acknowledgement.
- If we have to change any of the timescales, we'll let you know and explain why.

How will matters be finalised?

If we do not consider that we have done anything wrong, we will explain this in our written reply.

If you've raised issues that we agree need resolving, we will take the appropriate steps to put things right. We may suggest ways of trying to resolve matters directly with you, such as offering to meet to discuss matters with you.

Although we recognise that Regulations have implemented ADR/EDR Directive 2013/11/EU, to promote alternative dispute resolution as a means of redress for consumers regarding unsatisfactory services, we have chosen not to adopt an ADR process for dealing with complaints. In appropriate situations, however, we may use mediation to seek to resolve matters with you.

What if you remain unhappy?

If you're still not satisfied, you may wish to contact the Scottish Legal Complaints Commission (SLCC) at The Stamp Office, 10-14 Waterloo Place, Edinburgh, EH1 3EG. Tel: 0131 201 2130.

Please note that the SLCC has strict time limits, details of which can be found on its website: www.scottishlegalcomplaints.org.uk.