

# NYLAND & BEATTIE SOLICITORS

## Complaints handling procedure Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### Our complaints procedure

If you have a complaint, please contact us and tell us why you are not satisfied.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of the partners namely, Mr Barry A Hill or Mr Mark J Verdin, who will review your matter file and speak to the member of staff who acted for you.
3. Mr Barry Hill or Mr Mark Verdin will either provide a written response to your complaint or if more appropriate invite you to a meeting to discuss and hopefully resolve your complaint.

We will do either of these within 21 days of sending you the acknowledgement letter unless we both agree to a different course of action.

4. Within five working days of any meeting, will write to you to confirm what took place and set out any solutions we have agreed with you.
5. If you do not want a meeting when we offer one, 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 unless we have already sent you a written response.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the matter.
7. 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 remain dissatisfied at the end of our complaints process you would then be at liberty to contact the Legal Ombudsman, provided you are an individual, a personal representative of a deceased person, a "micro enterprise" (having fewer than ten employees and annual turnover or assets not exceeding two million Euros), a charity or club / association with annual income of less than one million pounds or a trustee of a trust with assets of less than one million pounds. The Legal Ombudsman can investigate complaints up to 6 years from the date of

the problem happening or within 3 years of when someone should have found out about the problem. However if we send a final written response to your complaint within 8 weeks of receiving it the time limit for you to refer the matter to the Legal Ombudsman would be 6 months from the date of that final response. If you would like more information about the Legal Ombudsman, their contact details are as follows

**Website**

[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

**Email**

[enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

**Telephone**

0300 555 0333

**Postal Address**

Legal Ombudsman  
PO Box 6806  
Wolverhampton  
WV1 9WJ

Alternative complaints resolution bodies also exist and are competent to deal with complaints about legal services, should both you and our firm wish to use such a scheme at the end of our internal complaints process. They provide Alternative Dispute Resolution (ADR) services. Small Claims Mediation is one such body details of which can be found at [www.small-claims-mediation.co.uk](http://www.small-claims-mediation.co.uk) and another is Ombudsman Services details of which can be found at [www.ombudsman-services.org](http://www.ombudsman-services.org)

Under the provisions of the EU Directive on consumer Alternative Dispute Resolution, to pursue this process you would have to be a “consumer”, namely an individual acting for purposes which are wholly or mainly outside your trade business craft or profession.