



# **COMPLAINTS PROCEDURE**

**Document Revision History**

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4.2	Update and Standard Formatting	Karen Hall	Alex Cunliffe	13/02/19
4.3	Amend paragraph 10 – solicitor in charge of complaints	Karen Hall	Pamela Gumuskaya	01/07/19
5	Annual Review	Pamela Gumuskaya	Pamela Gumuskaya	19/12/19

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## Introduction

1. SCS Law aims to provide outstanding client satisfaction. We take every complaint seriously and strive to deal with each issue thoroughly and efficiently.
2. If you have any concern with our level of service, the level of our fees or with the way in which we have dealt with any matter, it is important that you let us know so that we can review and improve our standards.
3. You can make a complaint through verbal or written means. In the first instance the complaint should be directed to the Head of Litigation (020 7090 1500 or [info@scs-law.co.uk](mailto:info@scs-law.co.uk)). Alternatively a written complaint can be sent to the Head of Litigation, SCS Law, Level 34, 25 Canada Square, Canary Wharf, London E14 5LQ. Please provide clear details of your complaint including your desired remedy.
4. If we have not resolved your complaint within eight weeks, you may be entitled to complain to the Legal Ombudsman (please see paragraph 12 - 14 below). However we will always be happy to discuss your issues further if you wish to do so prior to taking this step.
5. Please be aware that you will not be charged for the time spent dealing with your complaint.

## What steps will SCS Law take?

6. Your complaint will be passed to the Line Manager of the person who acted for you. They will email you or send you a letter acknowledging receipt of your complaint within two working days of receiving it, enclosing a copy of this procedure and requesting any further necessary information.
7. Once all the necessary information has been received by SCS Law, a thorough investigation of your complaint will be undertaken. This will involve reviewing your case file and speaking to the relevant SCS Law employees.
8. We will send you a detailed written response to your complaint, including any suggestions for resolving the matter, within 14 days of sending you the acknowledgment letter.
9. If, for any reason, we are unable to respond fully within 14 days, we will tell you why and when we anticipate replying in full.
10. If you are not satisfied with our response, you will be offered the opportunity of an internal review. This will usually be undertaken by the solicitor in charge of complaints, Pamela Gumuskaya.
11. The person dealing with the review will consider all the concerns raised. We will write to you within 14 days of receiving your request for a review, confirming our final position in relation to your complaint and giving a full explanation of our reasons.

## The Legal Ombudsman

12. If you are unhappy with the outcome at the end of SCS Law's own complaints procedure, you can request the involvement of the Legal Ombudsman:

Address: PO Box 6806  
Wolverhampton  
WV1 9WJ

Telephone: 0300 555 0333

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

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

13. Please note that the service provided by the Legal Ombudsman is only available to certain types of clients (e.g. members of the public, very small businesses, charities, clubs, trusts and personal representatives or beneficiaries of an estate). Further details of those eligible for the service can be found on the Legal Ombudsman's website.
14. Complaints must be made to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and within six years of the act or omission about which you are complaining (or if outside of this period within three years of when you should reasonably have been aware of it). If your complaint does not meet these time limits the Legal Ombudsman may not be able to investigate it.