



# **COMPLAINTS PROCEDURE**

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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 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 Tom Drabble, the Litigation Team Leader. This complaints procedure is for our law firm's clients only. To contact him, please email [complaints@scs-law.co.uk](mailto:complaints@scs-law.co.uk) or call 020 7090 1599. Alternatively, a written complaint can be sent to the Tom Drabble, SCS Law, 36 Creek Road, Greenwich, London, SE8 3FN. 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 paragraphs 12 - 14 below).
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 dealt with in the first instance by Tom Drabble or a Partner. 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 our acknowledgement.
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 a Partner or 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 6167<br>Slough<br>SL1 0EH                                                     |
| Telephone: | 0300 555 0333                                                                        |
| Email:     | <a href="mailto:enquiries@legalombudsman.org.uk">enquiries@legalombudsman.org.uk</a> |
| Website:   | <a href="http://www.legalombudsman.org.uk">www.legalombudsman.org.uk</a>             |

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 one year of the act or omission about which you are complaining or from when you should have realised that there was cause for complaint. If your complaint does not meet these time limits the Legal Ombudsman may not be able to investigate it.