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## Customer service is fundamental to everything we do

We know that engaging with the legal system can be daunting, and we strive to make the process as easy for you as possible. We always hope that your experience with Slater and Gordon is a good one, but we understand that sometimes things don't always go the way you would like. This leaflet outlines our policy for dealing with customer issues and handling service complaints. We are committed to making this process as fair and transparent as possible in order to provide you with a satisfactory resolution.

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## Initial complaint handling

All complaints will be passed to Stuart Cochran as the Client Relations Partner.

Mr Cochran will contact you by telephone within one (1) working day of receipt of your complaint in order to discuss your concerns and in the hope that the matter can be resolved informally.

If it is not possible to resolve the complaint informally, Mr Cochran will acknowledge your complaint in writing within two (2) working days of receiving it and will arrange a meeting to discuss your concerns.

If a practical solution can be found, Mr Cochran will write to you setting out what has been agreed.

If Mr Cochran is unable to resolve any issue to your satisfaction, he will write to you with a final response to your complaint within ten (10) working days of the meeting and set out the resolutions that have been proposed so far.

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## Referral to the Scottish Legal Complaints Commission

In the unfortunate event that we are not able to resolve your concerns, you may wish to contact the Scottish Legal Complaints Commission (SLCC).

- + by email at: [enquiries@scottishlegalcomplaints.org.uk](mailto:enquiries@scottishlegalcomplaints.org.uk)
  - + by phone on: 0131 201 2130
  - + by post at: Scottish Legal Complaints Commission,  
The Stamp Office, 10 - 14 Waterloo Place, Edinburgh, EH1 3EG
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## Time Limits

The SLCC operates strict time limits for accepting complaints, which require complaints to be made within one (1) year of the service ending or the conduct occurring. However, the SLCC will disregard any time it considers that the complainer was excusably unaware of their concerns.

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