

COMPLAINTS PROCEDURE

For Clients of **Kellas.**

- 1 If you have any concerns with our service or any other aspect of our engagement you should, in the first instance, contact either the person dealing with your file or any of the Firm's Partners.
- 2 If you are dissatisfied with the answer you receive, and wish to formalise your complaint, you should contact the Client Relations Partner either by letter addressed to Kellas, 2-6 High Street, Inverurie AB51 3XQ or by e-mail to hello@kellas-legal.com, marked for the attention of the Client Relations Partner.
- 3 To enable a formal complaint to be investigated properly, the Firm requires reasonable details of the basis of the complaint. Unless your circumstances are such that making a written complaint would be impossible or impracticable, all formal complaints should be made in writing.
- 4 The Client Relations Partner will issue a written acknowledgement of your formal complaint, together with a copy of this Complaints Procedure, within three working days of receipt of your complaint. That acknowledgement will give an indicative timescale for the issue of any further response by the Firm. If a further response by the Firm is deemed appropriate we will endeavour to respond as soon as practicable, but you should generally allow up to 28 days for a full investigation and review of your complaint and for provision of a further written response.
- 5 Normally, a formal complaint will be dealt with in writing, but where deemed appropriate by the Client Relations Partner, we may offer to hold a meeting with you to discuss your complaint.
- 6 The matter will be regarded by the Firm as being finalised if there is no response to the Firm from the complainer within four weeks of the issue of a letter from the Client Relations Partner confirming the Firm's position in relation to the formal complaint.
- 7 If you do not consider your complaint to have been fully resolved following the above procedure, you have the right to make a complaint against the Firm or any named solicitor who is a partner or employee of the Firm against whom your complaint is directed. If you wish to do so, you should contact the Scottish Legal Complaints Commission whose address and contact details are as follows:

Scottish Legal Complaints Commission
12-13 St Andrews Square
Edinburgh
EH2 2AF

Telephone 0131 201 2130
E-mail: enquiries@scottishlegalcomplaints.org.uk

- 8 Please note that the SLCC operates strict time limits for accepting complaints, which generally require complaints to be made within three years of the service ending or of the occurrence of any conduct that forms the basis of a complaint. However, the SLCC will disregard any time it considers that the complainer was excusably unaware of their concerns.