

WHAT TO DO IF YOU ARE NOT A CLIENT BUT HAVE A COMPLAINT ABOUT BLACKADDERS

Our primary duty is to our own clients, to whom we owe a duty of confidentiality. We have duties to the Court. We also have duties to others, such as beneficiaries in estates we administer, but not to those with whom our clients are in conflict, or who are represented by other solicitors.

If you feel that our obligations have not been properly carried out you may wish to discuss this with the firm's Client Relations Partner who is Johnston Clark, Managing Partner. He has been appointed by the partners to ensure that those who have a justified complaint have their concerns listened to and dealt with by someone who has not been directly involved with any particular case.

You will be asked to put your concerns in writing. Once he is aware of the nature of a complaint, the Client Relations Partner will make investigations and do what he can to ensure that the difficulty is remedied as quickly as possible, depending on the nature of the problem. This may be immediately in the case of a minor matter, but it may take some time for a client's concern to be looked into properly. In serious or complex cases, it may be necessary for a matter to be referred to the firm's Board for a decision.

A meeting will sometimes be useful, but it will often be more appropriate to deal with matters in writing or by telephone. The information you provide will be used to deal with your complaint.

If after this process is complete you think that the matter has still not been resolved to your satisfaction, you may take the matter further.

You may complain to the **Scottish Legal Complaints Commission**. Their address is:

The Stamp Office, 10 – 14 Waterloo Place, Edinburgh, EH1 3EG

Phone: 0131 201 2130

Fax: 0131 201 2131

enquiries@scottishlegalcomplaints.org.uk

<http://www.scottishlegalcomplaints.org.uk>

The SLCC are unable to deal with any complaint until the firm has had a reasonable opportunity to deal with the complaint under its internal procedures.

Any complaint to the SLCC must be made to them within one year (three years where instructions were first given after 1 April 2017) of the service ending or the conduct occurring. However, SLCC will disregard any time it considers that a complainer was excusably unaware of their concerns.

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