

COMPLAINTS PROCEDURE

For a matter where you are not a client of **Kellas**.

- 1 To enable a formal complaint to be investigated, 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.
- 2 Your complaint should be addressed to The Client Relations Partner, Kellas, 2-6 High Street, Inverurie, Aberdeenshire AB51 3XQ or sent by email to hello@kellas-legal.com and marked for the attention of the Client Relations Partner.
- 3 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. That acknowledgement will give an indicative timescale for the issue of a further response from the Firm. If a detailed response 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 the provision of a further written response.
- 4 If the matter relates to our representation of a client, our client's consent to the disclosure of information to you would normally be required. Unless our client provides us with clear consent to disclose confidential information, we may be unable to respond further to the complaint.
- 5 Normally, a formal complaint will be dealt with in writing but, where deemed appropriate by the Client Relations Partner, if you are not already represented by another solicitor, 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 Clients Relation 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.