

# DAC BEACHCROFT

## DAC Beachcroft Complaints Procedure – Scotland

At DAC Beachcroft, we aim to provide the highest standard of service to our clients, and to operate our business to a high professional standard.

### Clients

If you believe our service to you has fallen below these standards we want you to raise the matter with us so that it can be thoroughly investigated and any necessary action taken to resolve it to your satisfaction.

In the first instance, please raise any concerns with the person responsible for the day-to-day conduct of the matter. Please provide us with full details of your concerns in writing, or on the telephone, or, if you prefer, arrange to discuss them with us at a meeting. (If we are claims handling for your Insurer, before proceedings are issued, we will advise you of further procedures which apply in your case.)

We will do all we can to resolve the concerns to your satisfaction. If we cannot do so, you may make a complaint using the Scottish Legal Complaints Commission's template letter of complaint ("your lawyer or firm") which can be found [here](#). This will be handled by one of our Client Relations Managers, John Maillie or Jilly Petrie.

We will acknowledge your complaint within 3 working days and provide a substantive response within 28 days. We may ask to meet with you, if it appears that this may help to resolve your concerns.

We will do our best to:

- investigate your concerns thoroughly;
- keep you informed of the progress and outcome of our investigation;
- ensure that any necessary remedial action is taken as quickly as possible.

We will record on a database the nature of your complaint, our investigation of it, and the remedial action taken. We may ask you to confirm in writing whether the complaint has been satisfactorily resolved.

### Non-clients

If you wish to make a complaint, please use the Scottish Legal Complaints Commission's template letter of complaint ("someone else's lawyer or firm") which can be found [here](#).

Please send your complaint for the attention of John Maillie and Jilly Petrie.

We will acknowledge your complaint within 3 working days and provide a substantive response within 28 days.

## **Clients and Non-clients**

If you are not satisfied with our response, you may ask the Scottish Legal Complaints Commission to investigate your complaint -

by post                      Scottish Legal Complaints Commission  
                                    The Stamp Office  
                                    10-14 Waterloo Place  
                                    Edinburgh EH1 3EG

by telephone              0131 201 2130

by email                    [enquiries@scottishlegalcomplaints.org.uk](mailto:enquiries@scottishlegalcomplaints.org.uk)

or online                    <https://scottishlegalcomplaints.org.uk/your-complaint/online-complaint-form/>

For further information see <https://www.scottishlegalcomplaints.org.uk/>

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