

# DAC BEACHCROFT

## DAC Beachcroft Scotland Complaints Procedure

At DAC Beachcroft Scotland we aim to provide the highest standards of service to our clients and to operate our business to the professional standards which others affected by our conduct have the right to expect. Dealing effectively with any concerns is part of that service. If you believe our service to you as a client 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.

Set out below are our procedures for dealing with any concerns. They are published internally and all staff are familiar with them. They apply to both clients and non-clients. Other parties to litigation or other dispute resolution procedures in which one of our clients is a party should usually raise the matter in the relevant proceedings.

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 on the telephone or, if you prefer, at a meeting. We will take a careful note of your concerns and will investigate the matter. 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 matter to your satisfaction. If we fail to do so, you may make a complaint which will be referred to John Maillie, Regional Senior Partner and Client Relations Manager.

We will acknowledge your complaint within 3 working days and provide a substantive response within 14 working days. We may ask to meet with you if it appears that this may help resolve your concerns.

At each stage we will do our best to:

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

We will record on a database the nature of your complaint, our investigation of it and the remedial action taken and you may also wish to make your own written record of events. You may be asked to confirm in writing if the complaint has been satisfactorily resolved.

Most complaints will be resolved within these procedures. If after we have done everything we can to resolve matters ourselves, you are still not satisfied you can contact the Scottish Legal Complaints Commission at:

Address: 10-14 Waterloo Place, Edinburgh, EH1 3EG

Phone: 0131 201 2130

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

website: [www.scottishlegalcomplaints.com](http://www.scottishlegalcomplaints.com)

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