



## Complaints Procedure

# Shepherd and Wedderburn

## Complaints Procedure

We are committed to delivering services of the very highest quality to our clients. To that end, we value feedback to ensure our services meet your expectations, and have established the following complaints procedure in order to deal with any issues in a prompt, fair, open and effective manner.

If you have an issue with our services (whether or not you are our client), please contact the person dealing with the matter, or, if you prefer, their supervising partner, by telephone, email or post. Their contact details should appear on any Shepherd and Wedderburn correspondence you have received. If you are a client, you may, alternatively, contact your client partner. If you are uncertain who to contact you may call our general number +44(0)131 228 9900 and we will direct you to the correct person or email us at [clientrelations@shepwedd.com](mailto:clientrelations@shepwedd.com).

To help us investigate your complaint, please provide full details of where you believe our service has not met your expectations, outlining specific issues of concern. We prefer that you set out your complaint in writing. If, for any reason, that is not possible or difficult for you, please contact us and we will try to deal with any issue in the manner that best suits you.

We treat complaints seriously, and will deal with them, fairly, openly and effectively. We will investigate your complaint and respond as fully as we can as soon as possible. Your complaint will be handled, in the first instance, by the supervising partner or your client partner.

We will make a decision based on a fair and proper investigation of the circumstances leading to the complaint and offer an appropriate remedy or redress to you, where appropriate. We do not charge for investigating or otherwise handling complaints. We aim to resolve your complaint as quickly as possible and in any event within eight weeks from the date of receipt.

We aim to acknowledge your complaint within two working days from the date of receipt and to send an initial response within 10 working days. Should a substantive response be required, we aim to send this to you within 20 working days. If, for any reason, we are unable to respond fully within 20 days, we will tell you why, and when we anticipate replying in full.

If we are unable to resolve your complaint in this way, we will then offer you an internal review. This will be conducted by Shepherd and Wedderburn LLP's Chair and Client Relations Partner, or by a person (e.g. a partner of Shepherd and Wedderburn Europe LLP) nominated or delegated by them. Shepherd and Wedderburn LLP's Chair may be contacted at any of our office addresses shown on the right. We aim to send you the result of an internal review within 20 working days of receipt by us of a request from you for such a review, provided that you promptly provide us with such further information (if any) as the reviewing person requests from you.

### Office locations

#### Edinburgh

9 Haymarket Square  
Edinburgh  
EH3 8FY

#### Glasgow

1 West Regent Street  
Glasgow  
G2 1RW

#### London

1-6 Lombard Street  
London  
EC3V 9AA

#### Aberdeen

37 Albyn Place  
Aberdeen  
AB10 1YN

#### Dublin

27/28 Herbert Place  
Dublin  
Republic of Ireland  
D02 DC97

If you do not believe we have responded to your complaint within a reasonable time, or you are not satisfied with the response, the complaint may be considered by the Scottish Legal Complaints Commission (Scotland), the Legal Ombudsman (England and Wales), the Solicitors Regulation Authority (England and Wales) or the Legal Services Regulatory Authority (Republic of Ireland). Should you wish to do this, we can direct you to the body that is best placed to deal with your complaint. Generally however:

**If your complaint is in respect of a Scottish matter or a lawyer or firm of lawyers registered in Scotland**, you should contact the Scottish Legal Complaints Commission (SLCC). The helpline number is +44(0)131 201 2130 and the address is Capital Building, 12-13 St Andrew Square, Edinburgh, United Kingdom EH2 2AF. Email correspondence should be addressed to [enquiries@scottishlegalcomplaints.org.uk](mailto:enquiries@scottishlegalcomplaints.org.uk). Complaints to the SLCC fall into two categories: "service complaints" or "conduct complaints". Both categories are explained on the SLCC's website at [scottishlegalcomplaints.org.uk](http://scottishlegalcomplaints.org.uk). The SLCC investigates and resolves complaints about inadequate professional service and refers on conduct complaints to the Law Society of Scotland.

Ordinarily the SLCC can only investigate complaints within three years of when the service ended or the conduct incident occurred, or within three years of when you could reasonably have been aware of the issue. **It is important that you note the strict time limits that apply.** Further information can be found on the SLCC's website at [scottishlegalcomplaints.org.uk](http://scottishlegalcomplaints.org.uk).

If your complaint relates to your bill, you may also be able to apply to court for an assessment of the bill under section 61A of the Solicitors (Scotland) Act 1980.

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OR

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**If your complaint is in respect of an English or Welsh matter or a lawyer or firm of lawyers registered in England and Wales**, you should contact the Legal Ombudsman. The helpline number is 0300 555 0333 (or +44(0)121 245 3050 if calling from outside of the United Kingdom), and the address is Legal Ombudsman, PO Box 6167, Slough, United Kingdom SL1 0EH. Email correspondence should be addressed to [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). We will inform you in writing at the conclusion of our complaints procedure of your right to complain to the Legal Ombudsman (and the time-frame for doing so and the Legal Ombudsman's contact details), where relevant.

Ordinarily the Legal Ombudsman will only accept complaints within six months of the end of our complaints procedure and within one year of an event occurring about which you wish to complain or within one year of when you should reasonably have known that you had cause to complain. Further information can be found on the Legal Ombudsman's website at [legalombudsman.org.uk](http://legalombudsman.org.uk).

However, please note that the service provided by the Legal Ombudsman is only available to certain types of clients/organisations. You can find further details of those eligible for the service on the Legal Ombudsman's website. Alternatively, you should contact the Legal Ombudsman on the helpline number given above.

If your concern relates to the professional conduct of a lawyer or firm of lawyers, you can complain to the Solicitors Regulation Authority (SRA). Further information can be found on the SRA's website at [sra.org.uk](https://www.sra.org.uk). The helpline number is +44(0)370 606 2555 and the address is The Cube, 199 Wharfside Street, Birmingham B1 1RN. Email correspondence should be addressed to [report@sra.org.uk](mailto:report@sra.org.uk).

If your complaint relates to your bill, you may also be able to apply to court for an assessment of the bill under Part III of the Solicitors Act 1974.

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OR

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**If your complaint is in respect of a matter undertaken by Shepherd and Wedderburn Europe LLP or a lawyer registered in the Republic of Ireland**, your complaint can be referred to the Legal Services Regulatory Authority (LSRA). The helpline number is +353 1859 2911 and the address is Complaints and Resolutions Unit, PO Box 12906, Dublin 7. Email correspondence should be addressed to [complaints@lsra.ie](mailto:complaints@lsra.ie). Complaints to the LSRA fall into three categories: "inadequate service", "excessive costs" and "misconduct". The LSRA investigates and resolves complaints about inadequate service and excessive costs and may refer on misconduct complaints to the Legal Practitioners Disciplinary Tribunal.

Ordinarily the LSRA can only investigate complaints about inadequate service or excessive costs within three years of when the service ended or the invoice was issued or, if later, when you became aware, or should reasonably have become aware, of the issue. There are no time limits in relation to misconduct complaints. Further information can be found on the LSRA's website at [lsra.ie](https://www.lsra.ie).

If you have a query about an invoice please raise the matter with the relevant partner. If you wish to dispute an invoice, you must tell us in writing and set out the nature of the dispute within 21 days of the relevant invoice being provided to you. If you notify a dispute to us, we will endeavour to resolve that dispute by informal means. You may also be entitled to make an application to the Office of the Legal Costs Adjudicators for adjudication of legal costs in relevant litigation matters. Their contact details are 1st Floor, Merchants House, 27-30 Merchants Quay, Dublin 8. The telephone number is +353 1888 6301.



In this document only, "Shepherd and Wedderburn" means Shepherd and Wedderburn LLP and/or Shepherd and Wedderburn Europe LLP, as the context requires. In Scotland and England, we practise through Shepherd and Wedderburn LLP. Shepherd and Wedderburn LLP is a limited liability partnership incorporated in Scotland (with registered number SO300895) regulated by the Law Society of Scotland and authorised and regulated by the Solicitors Regulation Authority (with number 447895). In Ireland, we practise through Shepherd and Wedderburn Europe LLP, a limited liability partnership. Shepherd and Wedderburn Europe LLP is regulated by the Law Society of Ireland (with number F9807) and is authorised to operate as a Limited Liability Partnership pursuant to Section 125 of the Legal Services Regulation Act, 2015 (with registration number 1262438) under the title and style of Shepherd and Wedderburn Europe LLP. This material is for general information only and is not intended to provide legal advice. For further information, please speak to your usual Shepherd and Wedderburn contact.