



COMPLAINTS PROCEDURE

DEFINITION OF A COMPLAINT

Any oral or written complaint is defined where a customer expresses dissatisfaction about the standard of service received, failure to provide a service, or the action or lack of action taken by the organisation, department or staff.

HOW TO RAISE YOUR COMPLAINT

You can either contact us on 0141 378 6474, email us at David@ddlpl.co.uk, or alternatively write to us at Davidson Dempster LLP, Suite G.02, The Greenlaw Works, 6 South Greenlaw Way, Glasgow, G77 6EF.

To help us manage the matter efficiently please provide as much information as possible; including, account number, name, address, contact telephone number and full details surrounding the reason for your complaint, providing copies of any documentation that might be relevant.

COMPLAINT PROCESS

This complaints process applies to any complaint received, details are logged in the complaints register.

Where the complaint is resolved within 3 business days, we will send you a summary resolution communication, advising that we consider the complaint to be resolved.

Where the complaint is not resolved within 3 business days, we will send you a written acknowledgement, or final response within 5 business days.

If the complaint has not been resolved within 5 days a full investigation will be conducted. We will send you a letter within 4 weeks if we are unable to resolve your complaint at this time.

We aim to resolve all complaints within 8 weeks, following the investigation you will receive a final response letter or email, advising you whether we consider the complaint to be upheld.

Our letters will inform you of your right should you wish to take the complaint to the relevant Professional Association, Industry Body or Regulator.

In exceptional circumstances, we may need more time; if we do; we will write to you to let you know when we expect to be able to provide the final response.



USEFUL CONTACTS

The Society of Messengers-at-Arms and Sheriff Officers (SMASO)

Forth House
28 Rutland Square
Edinburgh
EH1 2BW