



## **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 473 1711, email us at David@ddllp.co.uk, or alternatively write to us at Davidson Dempster LLP, 219 Paisley Road West, Glasgow, G51 1NE.

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