

Procedure for Managing Complaints

WP Thompson strives at all times to produce work of the highest standard with a level of service to match. If despite this something happens which gives a client cause for complaint, we have a procedure for managing complaints as follows:

- 1) Any complaint concerning the work carried out or the service provided should be addressed as soon as possible to the partner in charge of the work. That partner will promptly investigate the complaint and advise the complainant of the outcome of the investigation.
- 2) In the event that the complaint is not satisfactorily resolved by this investigation and the response provided, details of the matter should be referred to Dr J M Potter unless he is the partner in charge of the work, in which case details should be given to Mr A J McKinnon. Dr Potter or Mr McKinnon will then investigate the matter further and advise the complainant of the outcome.

If the complainant is a private individual, a very small business, (with fewer than 10 staff or a turnover or balance sheet value of less than EUR2 million or its sterling equivalent), or a charity, club or association (with annual income of less than £1 million) or a trust (with net asset value of less than £1 million) and it has not been possible to resolve the complaint satisfactorily, it is possible to refer the matter to the Legal Ombudsman, details of whose services can be found at www.legalombudsman.org.uk. The personal representatives or residual beneficiaries of an estate where a person with a complaint died before referring it to the ombudsman scheme may also refer the matter for review. However, WP Thompson must be given an opportunity to resolve the complaint first.

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