



COMPLAINTS POLICY

We are committed to providing a high-quality service to all of our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

FORWARD

Client satisfaction is of paramount importance to Munro & Noble. It is vital for the management of the Firm to be aware of all issues of client dissatisfaction. All matters of dissatisfaction, however trivial, are noted by the Firm and the information used to help improve services for the benefit of our clients.

No matter how diligent the Firm is, inevitably there is likely to be a time whereby a client is not entirely satisfied with the service he / she has received and they feel it is appropriate to make a complaint. Any complaint is viewed by the Firm as exceptionally serious and will be treated with the upmost respect.

With more than 100 years of practice, Munro & Noble are acutely aware that if we wish to maintain our standing in the community and grow our business, referral and recommendation from existing clients is the very best form of advertising. At all times, we strive to provide services to our clients without the client having reason for complaint.

POLICY

Our Clients Relations Partner is Deirdre Hart. She can be contacted either by:

Telephone on 01463 221727 or by email at deidreh@munronoble.com. If you would prefer to contact her by post, please send a letter to Munro & Noble, 26 Church Street, Inverness, IV1 1HX for her attention.

In the event that any complaint cannot be resolved to the entire satisfaction of our client, the client may refer the matter to the Scottish Legal Complaints Commission, 12-13 St Andrew Square, Edinburgh, EH2 2AF.

CLIENT SATISFACTION PROCEDURE

- i. If any client is in any way unhappy with any aspect of our service, we need to know.
- ii. Clients are requested to address all concerns in the first instance with the person dealing with the transaction. The vast majority of issues are normally

due to miscommunication or a misunderstanding; hence, these can normally be resolved relatively quickly.

- iii. A complaint can be made verbally or in writing.
- iv. We will look into the matter promptly and try to put it right. An acknowledgement of a complaint will be dispatched by either electronic format, (if complaint received via e-communication), or by First Class post within 5 working days of receipt.
- v. The person dealing with a client complaint will investigate and report back to the client, (in the same format as noted in section (iv)), within 15 working days.
- vi. If the response does not resolve the issue to the full satisfaction of the client, the client is requested to write to the Client Relations Partner, Deirdre Hart. [See clause (xii) below].
- vii. Any staff member requested to resolve an issue, who feels he / she is unable to satisfactorily undertake this task, will forward the matter to the Client Relations Partner for resolution.
- viii. Upon receipt of a complaint the Client Relations Partner will acknowledge the complaint in writing within 5 working days.
- ix. The Client Relations Partner will investigate and report back to the complainant within 15 working days of receipt of complaint.
- x. For complex issues, The Client Relations Partner may request to extend the investigation period to an additional 15 working days from (ix) noted above. The Firm intends to resolve all issues within a maximum of 30 working days from receipt of complaint.
- xi. If a complaint cannot be resolved to the full satisfaction of the client the Client Relations Partner will refer the complainant to further options including reporting the matter to the Scottish Legal Complaints Commission, 12-13 St Andrew Square, Edinburgh, EH2 2AF.
- xii. The client may refer his / her complaint to the Scottish Legal Complaints Commission at any time during the complaints procedure.
- xiii. If the complaint is related to the Client Relations Partner, the complainant is requested to write to the Managing Partner, Mr Alpin Stewart.