
Complaints Procedure

McEwan Fraser Legal strive to deliver and maintain a consistently high quality service, however, should our standards not meet with your expectations, we have set out our complaints procedure below.

The appointed Complaints Officer for McEwan Fraser Legal is: **Judy Shields, Client Relationship Manager**

McEwan Fraser Legal
Claremont House,
130 East Claremont Street, Edinburgh,
EH7 4LB

- Complaints must be submitted in writing to the Operations Director and contain specific details in relation to the aspects of our service that may not have met with your expectations using our complaints form. Please provide any supporting documentation such as e-mails, letters or official paperwork that will support your complaint.
- On receipt of any written complaint, McEwan Fraser Legal will acknowledge receipt.
- Complaint handling will be dealt with as per our Terms of Business, however, we will endeavour to formally respond to any complaints within a maximum of 21 days. We reserve the right to have up to 60 days to fully investigate and respond to any complaints of a serious and/or complicated nature. Please note during any investigation we reserve the right to listen to any call recordings in connection with your complaint.

Appeal Process

If you are dissatisfied with any aspect of our handling of your complaint, please contact our Compliance Director in writing stating the nature of your dissatisfaction.

The appointed Compliance Director for McEwan Fraser Legal is: **Neil Morgan, Compliance Director**

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McEwan Fraser Legal endeavour to ensure all complaints are resolved via our internal complaints procedure, however, in the unlikely event this is not achieved, you have the right to pursue the matter further through the SLCC (full details provided upon request).

