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# Complaints Procedure

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McEwan Fraser Legal strives 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:

**Finlay Smith, Client Relationship Manager**

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

- Complaints must be submitted in writing to our Client Relationship Manager and should contain specific details in relation to the aspects of our service that may not have met with your expectations. Please provide any supporting documentation such as e-mails, letters or official paperwork, including timelines that will support your complaint. It is an express condition of our Complaints Procedure that you also provide the resolution you are seeking.
- On receipt of any written complaint, McEwan Fraser Legal will acknowledge receipt within the statutory period of 28 days .
- Complaint handling will be dealt with in accordance with our Terms of Business. We will endeavour to fully investigate and formally respond to any complaints within 40 working days , however we reserve the right to have up to 65 working days to fully investigate and respond to any complaints of a serious, complicated or time-consuming nature. Please note during any investigation we reserve the right to listen to any call recordings in connection with your transaction and/or complaint.
- Where our Client Relationship Manager, or any other staff member involved, is on annual leave or absent due to illness or any unforeseen circumstances throughout your complaint, this time will be taken into account and our timescales to respond will be extended accordingly.

