External Complaints Policy

1. Everyone at TC Young works hard to ensure clients receive an excellent service – with the intention of exceeding client expectations. However, the nature of our business means that work can be time-consuming, complex and unpredictable and opportunities for misunderstandings can arise. Clients and those with an interest in a transaction can sometimes feel that they have not received the service they expect.

2. Occasionally complaints are raised and when they are, everyone in the firm knows how to deal with these professionally, with an awareness of the Law Society guidelines.

   Our complaints procedure is designed to allow individuals and organisations an opportunity to raise any dissatisfaction promptly, allowing us the chance to look at what has happened and resolve the issue.

3. Complaints in the first instance should be brought to the attention of the supervising partner responsible for overseeing the work/person who is the subject of the complaint; this should be done by either letter or email.

4. Any complaint received will be acknowledged within 3 working days. Following a thorough internal investigation of the complaint, a written response will be provided within 28 days; if this is not possible an explanation will be provided.

5. If the supervising partner responsible for overseeing the work/person is unable to resolve a complaint, it can then be referred to our Client Relations Manager – this must be done in writing. The Client Relations Manager is currently Vicky Lewis (vll@tcyoung.co.uk). As part of her responsibilities, she pro-actively reviews all complaints received, to establish if any policies and procedures need to be altered to avoid further client dissatisfaction. A central register of complaints is also maintained for ongoing analysis.

6. If our Client Relations Manager is unable to resolve a complaint, the Scottish Legal Complaints Commission can investigate on behalf of the complainer. The SLCC operates strict time limits for accepting complaints, requiring complaints to be made within 3 years after the service ending or the conduct occurring. The contact details for the Scottish Legal Complaints Commission are as follows:
   - Capital Building, 12-13 St Andrew Square, Edinburgh, EH2 2AF 0131 201 2130
   - enquiries@scottishlegalcomplaints.org.uk;
   - www.scottishlegalcomplaints.org.uk

7. From June 2026, any complaints relating to data protection matters must be investigated in the first instance by TC Young, if the complaint cannot be resolved, it should be referred to the Information Commission : www.ico.org.uk

8. We also undertake regular client surveys, with the hope that this will provide regular feedback to identify areas which could be further improved.

9. As part of the firm's ISO 9001 accreditation, any complaints and associated investigation are used as an opportunity to review whether improvements can be made that would enhance the quality of the work that the firm delivers.