PATERSON PROPERTY LAW - COMPLAINTS PROCEDURE

We are committed to providing a high quality legal service to all our clients. However, we understand that sometimes issues can occur and we require your feedback to assist us in resolving any issues that may have arisen during your engagement with us.

Our complaints procedure

In the first instance, please contact Rebecca Paterson on 777 500 to discuss your complaint. Hopefully, an initial discussion will help to gain understanding and insight for both the firm and you, and we can come to a swift resolution. However, if you do not deem that to be sufficient, please put your concerns in writing to Rebecca@patersonpropertylaw.im and the procedure below will be followed.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 7 days of us receiving the complaint, enclosing a copy of this procedure.
2. Rebecca will then investigate your complaint. This will normally involve him reviewing your file and speaking to the member of staff who acted for you.
3. Rebecca will then contact you to discuss and hopefully resolve your complaint. This will be done within 14 days of sending you the complaint acknowledgement letter.
4. Within 7 days of the discussion, Rebecca will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a discussion, or it is not possible, Rebecca will send you a written reply to your complaint, including her suggestions for resolving the matter, within 14 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we may suggest seeking an Independent Advocate's Review of your complaint and Rebecca's response, as set out below (see **Independent Advocate Review**).
7. Rebecca will write to you within 14 days of receiving your request for an independent advocate review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.

Independent Advocate Review

We have appointed an independent advocate to provide a second line of review for our firm's internal complaints, in accordance with the Advocates' Practice Rules 2024.

Your point of contact is:

- Stephen Savage, Director of SW Legal
- 86 Cronk Cullyn, Colby, IM9 4PS

- 07624 482033
- info@swlegal.im

Stephen will also follow steps 1 - 8 above under "**What Happens Next**", save he may recommend forwarding your complain to the Isle of Man Law Society if you remain unsatisfied with his recommendations for resolution.

The Isle of Man Law Society

If you are still not satisfied with Rebecca or Stephen's reviews you can then contact the Isle of Man Law Society at:

- Isle of Man Law Society, 27 Hope Street, Douglas, Isle of Man, IM1 1AR
- Telephone: +44 (1624) 679232
- Email: enquiries@iomlawsociety.co.im

Law Society Conciliation

You may want to make an informal complaint about the service you have received from an Advocate. Law Society Conciliation is a process which affords both parties (Advocate and Client) the opportunity to discuss the complaint and hopefully agree a resolution. This process is voluntary for Advocates and free to complainants. The Law Society cannot make a finding against an Advocate or award you compensation. Should you wish to make a request for conciliation via the Law Society process please complete and submit the attached forms found on the Law Society's website: www.iomlawsociety.co.im