



SW LEGAL - Complaints Procedure

Our complaints handling policy

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

Our complaints handling procedure

If you have a concern or a complaint about our service or a bill that we have rendered, please contact us as soon as you are aware of the problem so this can be addressed.

The person to contact is Stephen Savage who can be reached at:

Address	SW LEGAL LIMITED Alexandra Road Castletown Isle of Man IM9 1TG
Telephone	07624 482033
Email	stephen@swlegal.im , or complaints@swlegal.im

What will happen next?

1. We will acknowledge receipt of your complaint and provide you with our **Complaint Resolution Form** within five business days of you raising your concerns.
2. You should complete the Complaint Resolution Form and send a copy to the address above. On receipt of the Complaint Resolution Form we will then investigate your complaint. This will normally involve a review of the circumstances and consideration of the complaint you have set out in the Complaint Resolution Form. We will write to you with our initial conclusions within 14 days of receipt of the Complaint Resolution Form (**Our Initial Response**).
3. We will then, if appropriate, invite you to a meeting to discuss and, it is hoped, resolve your complaint.
4. As soon as possible after any meeting, we will write to you to confirm what took place and any solutions we have agreed with you.

5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 28 days of you indicating or it being established that a meeting is not wanted or possible (**Our Detailed Response**).
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response (**Your Request for a Review**) and we will review your comments. Depending on the matter we may at this stage arrange for a third party to review the decision.
7. We will write to you within 28 days of receiving Your Request for a Review, confirming our final position on your complaint and explaining our reasons.
8. Ordinarily complaints are dealt with by one of our director advocates. If your complaint is against one of our directors and there is no other alternative director to consider your complaint, or if all advocates within the firm are being complained against, your complaint can be directed to another independent advocate to assist you. In that instance we shall provide you with a list of independent advocates for you to approach.
9. If you are still not satisfied, you can then contact the Isle of Man Law Society at 13 Mount Havelock, Douglas, Isle of Man, IM1 2QG or call 01624 662910 about your complaint. Any complaint to the Law Society must usually be made within six months of your receiving a final written response from us regarding your complaint. The Law Society has provided further guidance on its service at:

www.iomlawsociety.co.im/rules-complaints/

If we have to change any of the timescales above, we will let you know and explain why.

May 2025