



COMPLAINTS PROCEDURE

November 2025

Introduction

Dickinson Cruickshank Ramsey Limited is committed to providing an excellent service to all our clients, but we acknowledge that occasionally things can go wrong.

We take all complaints seriously and endeavour to resolve all grievances promptly.

So please let us know when you feel we have made a mistake or done something you find unsatisfactory.

How to Complain

As a first step we would always suggest raising the matter directly with the fee earner you are dealing with. Many issues can be readily resolved quickly once they have been communicated to us.

If you still feel your complaint has not been resolved satisfactorily then the matter can be formally referred to our complaints process for investigation.

We would ask that you set out the nature and details of your complaint in writing and the matter will be referred to one of our directors who will review your complaint and provide a response accordingly.

Complaints can be lodged in any of the following ways:

- 1) **Post:** Complaints, Dickinson Cruickshank Ramsey,
Masonic Buildings, Water Street, Ramsey IM8 1RD

2) **Email:** MJelski@dc-ramsey.com

3) **Call:** 01624 812107

Complaints Time

We will endeavour to resolve your complaint as quickly as possible and you will receive a response summarising how we have resolved your complaint within 20 working days of your complaint being received.

If your complaint needs further investigation, we will send you a letter within that period setting out why, when we hope to respond and give you the name of the person you should contact with any queries.

We will always aim to resolve investigating all complaint within 6 weeks of it being made.

Still Not Satisfied?

If, after making a complaint, you feel that the matter has not been resolved to your satisfaction, then you may wish to consider raising your complaint with our regulatory body, the Isle of Man Law Society.

Details of the Isle of Man Law Society's complaints procedure can be found at:
<https://iomlawsociety.co.im/complaints>

Alternatively, you can contact them as follows:

Isle of Man Law Society,
13 Mount Havelock,
Douglas,
IIM1 2QG

Telephone: 01624 662910
enquiries@iomlawsociety.co.im

Dickinson Cruickshank Ramsey

4th November 2025