



Complaints Procedure

Introduction

Mathieson Consulting Limited (the Firm) has been in operation since 2007 and has produced thousands of expert witness reports during this period. We pride ourselves on the quality of our product and service and have in place procedures to ensure that standards are maintained across the breadth of work that we perform. We understand the importance of our role as expert witnesses and actuaries, and our obligations both to the courts and to our professional body, the Institute and Faculty of Actuaries (IFoA).

While complaints received are rare, we take them seriously and seek to investigate them. It is important for us to know when shortcomings in our service occur so that we can work to resolve them. This document sets out our complaints procedure that will be followed in the event of a complaint being made to the Firm.

What to do if you have a complaint

In the first instance, we would ask that any questions of clarification following the issue of our report are considered in the first instance under the terms of rule 25.10 of the Family Procedure Rules 2010 or rule 35.6 of the Civil Procedure Rules 1998 as appropriate¹.

These rules are entitled "*Written questions to experts*", as set out by the Ministry of Justice, with this being the normal process for one to question, query and challenge elements of our report and these will be dealt with as part of the normal process of drafting the report.

If this does not resolve the matter, complaints should be made via email to office@mact.co.uk, with the word "COMPLAINT" included in the email header. Complaints may also be made in writing to the address shown above.

In general, where parties are represented by solicitors, with the solicitors having signed our terms, we would expect any complaint to be made via the solicitor rather than by the individual directly and we may reject any complaint where this is not the case.

Where an individual is represented by a solicitor, the Firm's contractual obligations are with that solicitor and as such certain complaints may be rejected or not investigated if the dispute is about our terms of engagement or other contractually related issues.

Details of complaints made should include:

1. The names of the parties involved in the case;
2. Details of who instructed the Firm;
3. Full details of the nature of the complaint to enable this to be investigated; and
4. Any supporting documentation as may exist.

What happens once a complaint is made

The Firm will acknowledge complaints via email or post within 10 working days from receipt of the complaint. The complaint will then be investigated by a senior member of staff within the Firm. The investigator will not be the expert witness who was responsible for the report in question.

When all appropriate enquiries and investigations in respect of your complaint have been completed, we will write to you with the outcome of our review. We will also specify any action that we are proposing to take, or have already taken, to remedy the situation.

We will aim to respond to the complaint with 25 working days from date of acknowledgement. If we are unable to do so, we will send you a written update to explain and to provide you with a revised timeframe for concluding the matter. Once we have sent this response to you, we will treat the matter as closed if you do not respond within 30 working days.

If you are not satisfied with this response, or the manner in which the complaint has been handled, you may request that the complaint be escalated to the Chief Executive Officer and the Chief Actuary, who will then review both the original complaint and the response given in respect thereof.

We will again aim to respond within 25 working days from date of escalation, but will inform you if it transpires that a longer period is required to consider the matter in full. We will then issue our final response, which will explain our position in respect of the matter and the reasoning behind it.

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ⁱ FPR 2010 will apply in respect of matrimonial work, and CPR 1998 in most other work performed by this Firm. These documents are to be found at https://www.justice.gov.uk/courts/procedure-rules/family/parts/part_25 and <https://www.justice.gov.uk/courts/procedure-rules/civil/rules/part35> respectively.