



The Scottish Parliament
Pàrlamaid na h-Alba

Neil Stevenson
Chief Executive
Scottish Legal Complaints Commission
12-13 St Andrew Square
Edinburgh
EH2 2AF



Ref: DC-BD16823

21 December 2023

Dear Neil,

Victims of McClures Solicitors

I recently hosted a meeting in the Scottish Parliament on Thursday 30 November 2023, with the Victims of McClures Action Group. This presented the opportunity for myself and my fellow MSP colleagues to hear more about the impact on thousands of clients of McClures, relating to their practices over a number of years prior to going to administration in April 2021.

I am sure you will be well aware of these matters, so I will not look to rehearse the various significant concerns that have been brought to our attention.

It has been made clear that should any client feel dissatisfied by the service or the conduct of McClures Solicitors, they should make a complaint to the Scottish Legal Complaints Commission (SLCC). I have made the constituents who have contacted me aware that this is the most appropriate avenue to pursue. I know that the SLCC will progress any service complaints, while any conduct complaints would need to be passed to the Law Society of Scotland for them to take forward. I will be making separate representations to the Law Society also.

It would be helpful if you could provide some information on the complaints that you have received to date on McClures Solicitors. How many complaints have you received thus far? How many of these complaints were service related and how many were conduct issues? Of the service complaints you have received, how many of these have been upheld?

On average, how long has it taken to assess a McClures complaint, and does this differ markedly from a non-McClures complaint?

I am aware that some clients have been successful in securing compensation, having made their complaint via the SLCC. I would be interested to know on what basis an upheld complaint would lead to compensation being awarded, and would this be paid from the Master Policy?

Can I also ask whether any compensation award would include reimbursement for service that was deemed poor, incompetent or negligent, and indeed compensate for the financial outlay to subsequently correct any errors?

During the meeting in question, the Action Group expressed their belief that of the 100,000 UK-wide clients impacted in this situation – only around 3,000 were aware of the repercussions. This means that many more will be coming forward in the months- and indeed years- ahead.

I would be keen to know whether the SLCC has the operational capacity to manage and process the complaints that have been made thus far. Given only a small percentage of clients may be aware of these issues, can you advise whether you believe the SLCC has the capacity to deal with an increase in submitted complaints going forward?

When assessing a number of complaints, where the SLCC see a pattern of behaviour emerging- be that institutional malpractice or potential criminality- can I ask if the SLCC would pass details on to Police Scotland for further investigation?

I have heard that fees to remedy issues caused by McClures can be unduly expensive. Where a client feels they have been unfairly charged, would they also be able to make a complaint to the SLCC? It is also my understanding that senior employees of McClures are now employed by Jones Whyte, who acquired the goodwill of the firm, and are now tasked with remedying the errors made. Would the SLCC see this as appropriate or concerning?

Please treat this correspondence as joint representation with my colleague Marie McNair MSP, who also has impacted constituents, shares my concerns and attended the said briefing I have referred to. Marie would welcome a response to this correspondence.

I have copied in Siobhian Brown MSP, Minister for Victims and Community Safety at the Scottish Government, for her consideration.

Thanks for your assistance in these matters and I look forward to hearing from you.

Yours sincerely,



Bob Doris MSP

MSP for Glasgow Maryhill and Springburn constituency (SNP)

cc: Siobhian Brown MSP - Minister for Victims and Community Safety