

First Stage

If you have a complaint, please contact Simon Callander, our General Counsel, at our premises at 90 High Holborn, London, WC1V 6XX .

Next Stage

We will send you a letter acknowledging your complaint and asking you to confirm or explain the details of the complaint, within three working days. We will provide you with a copy of this Complaints Policy at that point.

The General Counsel will pass your complaint to a Partner within the group which was handling the matter about which you complain. That Partner will not have been involved in the conduct of the matter concerned. He or she will investigate the matter. We will let you know the name of that Partner promptly.

We will record your complaint in our central register and open a file for your complaint. We will do this as soon as possible upon receiving your complaint.

If your complaint is essentially one of negligence, we will report the matter to our insurers and invite you to take up the matter directly with them.

We will then start to investigate your complaint. This may involve one or more of the following steps:

- we may ask the member of staff who acted for you to give us their response to your complaint;
- we may examine their reply and the information in your complaint file. We may then ask them for more information.

The Partner investigating your complaint will then contact you and may arrange to discuss the matter with you. We hope that your complaint can be resolved by this process.

If we have such a discussion with you, we will write to you confirming what took place and any solutions which we have agreed with you, within 21 days.

If you do not want to discuss the matter with us, or if it is not possible, we will send you a formal written reply to your complaint, within 21 days.

Review Stage

At this stage, if you are still not satisfied, you can write to the General Counsel again. We will then arrange to review our decision. This will happen in one of the following ways:

- we will arrange for another Partner in the Firm, who has not been involved in your complaint or the matter which has given rise to the complaint, to review our response. This will be done within ten working days; or
- our Senior Partner will review your complaint within ten working days; or
- we will ask the Solicitors Regulation Authority or another local firm of solicitors to review your complaint within five working days. We will let you know how long this process will take; or
- we will invite you to agree to an independent mediation. We will let you know how long this process will take; or
- we will let you know the result of the review within five working days of the end of the review. At this time, we will write to you confirming our final position on your complaint, and explaining our reasons.

If we have to change any of the time scales set out in this procedure, we will let you know, and explain why.

If you are still not satisfied with our handling of your complaint you can then contact the Legal Ombudsman, who is empowered to investigate complaints received from individuals and certain other small organisations. Further information on the Ombudsman scheme is available at www.legalombudsman.org.uk and the office can be contacted at PO Box 15870, Birmingham B30 9EB. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint.