



## COMPLAINTS HANDLING PROCEDURE

### Our complaints policy

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

### Our complaints procedure

If you have a complaint, please contact us with the details. What

will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Roger Waters, or if your complaint relates to Roger Waters then the client care partner will be Nathalie El-Korashy, who will review your matter file and speak to the member of staff who acted for you.
3. Roger Waters or Nathalie El-Korashy, as the case may be, will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting Roger Waters or Nathalie El-Korashy, as the case may be, will write to you to confirm what took place and any solutions they have agreed with you.
5. If you do not want a meeting or it is not possible, Roger Waters or Nathalie El-Korashy, as the case may be, will send you a detailed written reply to your complaint, including his suggestions for reviewing the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied we shall contact you again and we will arrange for another partner of this firm to review the decision.
7. We will write to you within 14 days of receiving your request or review, confirming our final position on your complaint and explain our reasons.
8. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with Solicitors. The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

Details for the Legal Ombudsman are as follows:

The Legal Ombudsman  
PO Box 6167,  
Slough, SL1 0EH  
Telephone: 0300 555 0333 Minicom: 0300 555 1777  
[www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

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