



Collyer Bristow LLP

Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. If you are unhappy with the way we have handled a matter or transaction or part of a matter or transaction or the fees we charge, we need you to tell us about it. For example, if you feel you have received an inadequate professional service (i.e. that we could have provided more care), that we have been negligent (i.e. we did not provide legal services to a sufficient standard) or that your matter or transaction has been affected by professional misconduct (i.e. we did not comply with our professional duties set out in the SRA Standards and Regulations¹). This will help us to improve our standards.

How do I make a complaint?

Robin Henry is our Complaints Partner, the partner who is ultimately responsible for dealing with complaints against the firm. If you wish to raise a complaint, you should raise this initially with the partner or senior associate who is dealing with or supervising your work, and their name is given in our original client care letter setting out our terms of business. To help us to understand your complaint, and in order that we do not miss anything, please tell us:

- your full name and contact details
- what you think we have got wrong
- what you hope to achieve as a result of your complaint, and
- your file reference number (if you have it)

If you require any help in making your complaint we will try to help you.

If your complaint relates to a matter involving Mr Henry, it will be assigned to another member of our senior risk management team, and you will be notified of the name and contact details of that individual.

How will you deal with my complaint?

Upon receipt of your complaint, we will acknowledge it in writing within two working days of receipt and enter it in our central complaint register.

We will review your complaint and might ask you for further information as to the background and the specific points of concern. We will then write to you letting you know the period during which we will carry out a full investigation and when you can expect our substantive written response. Except in complex matters or during periods of absence, this period will not exceed 21 days. If, for any reason, during the investigation of the complaint it appears that it will not be possible to provide a full response within the period which has been noted then we will write again to confirm when we will expect to be able to.



The Appeal Process

If you are dissatisfied with the substantive response to your complaint from the matter partner or senior associate, or if you feel it is inappropriate for them to respond, you may ask the Complaints Partner to personally review the matter.

Should you choose to do so you may contact Mr Henry direct by telephone on 020 7470 4429 or by post to St Martin's Court, 10 Paternoster Row, London EC4M 7HP or by email to robin.henry@collyerbristow.com.

The Complaints Partner will acknowledge your request within two working days of receipt and inform you when he expects to send a full reply. Except in complex matters or during periods of absence, this period will not exceed 21 days. If, for any reason, during the investigation of the complaint it appears that it will not be possible to provide a full response within the period which has been noted then the Complaints Partner will write again to let you know when you can expect his substantive response.

During the review of your complaint the Complaints Partner may speak to the partner or member of staff who acted for you. He may also feel it appropriate to meet you to discuss and hopefully resolve your complaint, or alternatively he might offer such a meeting once he has sent a detailed reply to your complaint. If there is a meeting the Complaints Partner will write to you within two working days of the meeting to confirm what took place and any solutions, we have agreed with you. Where appropriate, our detailed reply to your complaint will include our suggestions for resolving your concerns.

What if I am not satisfied with the outcome?

If you are still not satisfied you can contact the Complaints Partner again and he will review any comments made on his decision.

If we are unable to resolve your complaint, then you may be able to have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

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. The Legal Ombudsman has discretion to accept out-of-time complaints in circumstances where it deems it fair and reasonable to do so.

How can I contact the Legal Ombudsman?

The Legal Ombudsman's contact details are:

Telephone: 0300 555 0333

Minicom: 0300 555 1777

Calling from overseas: +44 121 245 3050

NGT Lite: 18001 0300 555 0333

¹ The SRA Standards and Regulations sets out the standards and requirements our regulator (the Solicitors Regulation Authority) expects us to achieve and observe for the benefit of clients. Further information is available at the Solicitors Regulation Authority website <http://www.sra.org.uk/home/home.page>.



Minicom text phone: 18002 0300 555 0333

Website: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO BOX 6167, Slough, SL1 0EH

Can I contact the Solicitors Regulation Authority (SRA)?

The SRA can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money, shutting down our firm without telling you, or breaking their rules (such as treating you unfairly because of your age, a disability or other characteristic). You should raise such concerns with the SRA online or they can be contacted the following ways:

Website: SRA | Reporting an individual or firm | Solicitors Regulation Authority

Email: contactcentre@sra.org.uk

Telephone: 0370 606 2555

Post: The Cube, 199 Wharfside Street, Birmingham B1 1RN

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Is there another way to resolve my complaint?

Alternative complaints bodies such as ProMediate (UK) Ltd (<http://www.promediate.co.uk/>) may also be available to review your complaint should both you and our firm wish to use such a scheme. At the end of our complaints procedure if we are unable to resolve your concerns and if such an option is available, we will indicate whether we agree to use ProMediate (UK) Ltd.