

STIKEMAN ELLIOTT LONDON

Authorised and regulated by the Solicitors Regulation Authority SRA No. 77786

Complaints Procedure

We are committed to providing a high quality, professional, efficient and courteous service to all our clients. If you feel that, through our failure to achieve an acceptable standard of service or otherwise through our fault you have suffered (or may suffer) financial loss, distress, inconvenience or other detriment, we want you to tell us. We regard it as an opportunity to monitor and improve our quality of service.

Any expression of dissatisfaction will be considered seriously and we will ensure that we respond to any complaint. You will not be charged for our dealing with your complaint.

Making a complaint

If you have any problems with the service provided by the firm, or with the way in which we have dealt with any matter for you, in the first instance you should contact the person dealing with your matter. You can do this either by telephone, in writing or via email. In many cases the person normally dealing with your matter will be able to resolve your problem immediately. If this is not possible, we will send you a letter acknowledging receipt of your complaint, together with a copy of this procedure, within three working days and we aim to provide a full written response within a maximum of 14 working days. If the matter is complex you may have to wait a little longer but we will always write to you within 14 working days to provide a full update on progress and give you an estimate as to when we can provide a full response.

If you are not happy with the response provided by the person normally dealing with your matter or you feel it inappropriate to refer your complaint to that person, you can refer the complaint to our Managing Partner, Derek Linfield.

Investigating your complaint

The Managing Partner will consider your complaint and carry out an investigation and will provide a response within 14 working days. If the matter is complex and it takes longer to deal with your complaint, we will contact you to give you an approximate timescale of when you can expect a response. This will always be within 28 working days. If we believe it would be helpful, we may suggest a meeting.

If, following investigation by the Managing Partner, you are still not satisfied with the response (or if your complaint relates to the Managing Partner) then you may ask that your complaint be reviewed again. If you do so, we will arrange for a Partner in the office who has not been involved to review your complaint. They will do so within 14 working days and notify you in writing of the result.

Outcome of your complaint

If, following our consideration and investigation of your complaint we consider it valid, we will provide an adequate remedy including, if appropriate, adjustment to our charges. If we consider that any act or omission on our behalf could give rise to a claim by you against us, we will inform you accordingly.

Legal Ombudsman

If you do not believe that we have responded to your complaint within a reasonable time, or you are not satisfied with the response, you may be able to complain to the Legal Ombudsman on telephone number 0300 555 0333, by post to: Legal Ombudsman, PO Box 15870, Birmingham B30 9EB or visit the website www.legalombudsman.org.uk/

Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final decision on your complaint or within a year of the cause of your complaint.

Charges

If your complaint is related to our charges you may also have the right to apply to the courts in England for a detailed assessment of them under Part III of the Solicitors Act 1974. Please note that strict time limits apply should you wish such an assessment to be made.