

## Complaints Procedure

Shook Hardy & Bacon International LLP is committed to always delivering a top quality service to all its clients. Should you be dissatisfied with our service in any way, we hope you will bring this to our attention. This will help us to maintain the high standards of service we provide.

### Making a Complaint

Should you have complaint about any aspect of our service or about your bill, please email or write to the supervising partner in the first instance. They will acknowledge your complaint within twenty-four hours. However, should you be dissatisfied with the response or with the supervising partner themselves, you should write or email the details of your complaint to Simon Castley, our Complaints Handling Partner. He can be contacted on +44 207 332 4655 or [scastley@shb.com](mailto:scastley@shb.com).

He will acknowledge receipt of your complaint within twenty-four hours and, if appropriate, begin an investigation. The complaint will also be recorded on our Complaints Register.

The Complaints Handling Partner will show the Partner or people involved in your letter of complaint and request a response from them within an appropriate timeframe. They will aim to have a substantive reply to you within 21 days of beginning an investigation and invite you to a meeting to discuss the findings of the investigation. Should that timeframe not be sufficient, you will be contacted and informed of when you may expect to receive a substantive response.

Should you not wish to attend the meeting or are still dissatisfied with the result, we will arrange for someone in the firm who is impartial to review the complaints file and come back to you within 14 days. Alternatively, we can also arrange for the Law Society or a local firm of solicitors to review the complaint.

### Follow Up Meeting

If, once you have received our Complaints Partner's substantive response, you remain unhappy with the position, you may ask for a meeting to discuss your complaint further. Our Complaints Partner may also ask some of those involved in the matter concerned to take part in the meeting.

Following that meeting, our Complaints Partner will write to you to let you know if it has resulted in any material change to the Firm's position. Once this process has been completed, the Complaints Partner will not normally take any further steps on the complaint.

### Further Complaint

If at any point you become unhappy with the service we provide to you, then please inform us immediately so that we can do our best to resolve the problem for you. 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 lawyers. The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a 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's contact details are: Telephone: 0300 555 0333 Minicom: 0300 555 1777 Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

### Alternative Procedures

In special circumstances, we may agree with you that variations to these procedures will apply on a particular complaint.

If it seems to us that the subject matter of your complaint may result in legal proceedings against this firm, must tell insurers. In these circumstances, we must follow the directions of our insurers and the procedures involved may differ from those set out above.