INDEMNITY.

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Complaints Procedure

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1 Client feedback and complaints

We are committed to providing a quality service to our clients. We value feedback from clients greatly because it helps us to continually improve our service. If you do not feel that you are receiving excellent client service or that something could be improved, please do tell us about it. If we have fallen short of the high standards which we have set for ourselves then we would like the opportunity to put it right.

2 What do I do if I have feedback or a complaint?

At first it would be helpful if you could discuss any feedback or concerns which you have about our service or how it might be improved with the lawyer dealing with your matter. If the lawyer dealing cannot resolve your concern informally, or if the issue is of such a serious nature that you do not feel comfortable raising it with your lawyer, then you may discuss this with our complaints partner as a complaint under this procedure.

3 How do I raise a complaint under this procedure?

3.1 To help us understand your complaint, and in order that we do not miss anything, please tell us:

3.1.1 your full name and contact details, or the name of your company (and your relationship to it);

3.1.2 why you feel dissatisfied with the service which you have received;

3.1.3 how you would prefer to be contacted about your complaint;

3.1.4 how you would like your complaint to be resolved.

3.2 If you would prefer not to email details of your complaint in this way then please call to discuss the best way to get an understanding of your concerns.

4 What happens after I have made a complaint under this procedure?

4.1 For **general complaints**, we will:

4.1.1 send an acknowledgement of your complaint within 7 days of receiving it, enclosing a copy of this policy;

4.1.2 log your complaint on our central complaints register;

4.1.3 investigate your concerns by way of an independent partner unconnected to your matter reviewing your file; and

4.1.4 that independent partner will speak with the person who dealt with your matter in order to gather any relevant information.

4.2 Thereafter, we may:

4.2.1 seek to arrange a discussion with you to try to agree how to resolve the issues you have brought to our attention; and/or

4.2.2 seek additional information or documents from you in order to allow us to conclude our investigation.

4.3 We will write to you at the end of our investigation to explain what we have done and how we propose to resolve your complaint. Where possible, we will aim to do this within 28 days of receiving your complaint.

4.4 In exceptional circumstances it may be necessary to extend these timescales but we will try to agree any variations with you first. If you remain unsatisfied after 8 weeks at the latest we will always ensure that you are reminded at that time of how to make a complaint to the Legal Ombudsman if you are eligible to do so.

4.5 For **data protection complaints**, we will:

4.5.1 acknowledge receipt of your complaint within 30 days of receiving it at the latest and we will endeavour to do so within 7 days of receipt;

4.5.2 where necessary, request proof of your identity and/or authority to make the complaint if it is made on behalf of someone else;

4.5.3 provide you with a copy of our privacy policy, which can be accessed on our website here, and our privacy notice if you have not already seen it, which can also be accessed on our website here;

4.5.4 log your complaint on our central complaints register;

4.5.5 take appropriate steps to respond to your complaint, including making appropriate enquiries and keeping you informed, without undue delay once the complaint has been received;

4.5.6 where necessary, arrange a discussion with you to obtain further information and/or try to agree how to resolve the issues without undue delay;

4.5.7 keep you updated on the progress of the investigation without undue delay, particularly if it becomes necessary to extend any timescales provided at the outset;

4.5.8 confirm the outcome of our investigation into your complaint without unjustifiable or excessive delay. We will aim to do this within 30 days of receiving your complaint, but it may be necessary to extend this timescale depending on the circumstances of the complaint. If that is the case, we will notify you accordingly;

4.5.9 explain what we have done to resolve your complaint and, where appropriate, any actions we have taken as a result.

5 What might the outcome of my complaint be?

We very much regret any dissatisfaction which our clients experience and will not hesitate to apologise to you where our service has fallen below our high standards. We may also agree that certain steps will be taken to improve your situation and to ensure that any problems experienced will not reoccur.

6 What if I remain unsatisfied?

6.1 If you are unhappy with the outcome of our complaints handling procedure, please let us know and we will review the matter.

6.2 If we have not resolved your complaint within 8 weeks, you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman). The Ombudsman would generally expect clients to follow a firm's internal complaints procedure first.

6.3 You can find further information about the Ombudsman on the website http://www.legalombudsman.org.uk. You can write to the Ombudsman at:

Legal Ombudsman

PO Box 6167

Slough SL1 0EH

or by email on enquiries@legalombudsman.org.uk

or you may call the Ombudsman on +44(0)300 555 0333.

6.4 Normally, you will need to bring a complaint to the Legal Ombudsman within 6 months of receiving a final written response from us about your complaint, or within 1 year of the act or omission you are complaining about (or if outside of this period, within 1 year of when you should reasonably have been aware of it). Generally, the Legal Ombudsman deals with complaints relating to acts or omissions that happened after 5 October 2010. Further details are available on the Ombudsman's website.

6.5 Please note that the Ombudsman is there to deal with concerns about the level of service received. Where there are more serious concerns that a solicitor or solicitors firm have been involved in professional misconduct then reports can be made to the Solicitors Regulation Authority, the regulator of solicitors or solicitors firms. This is for unusual and serious acts of misconduct such as dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Obviously, we do not anticipate any such problems arising and would ask that you notify the matter supervisor straight away if you have any such concerns. You can find out more about the Solicitors Regulation Authority including their contact details and professional conduct rules on their website: https://www.sra.org.uk/consumers/problems/report-solicitor/

6.6 If your complaint relates to how your personal data has been used/handled which we have not been able to address to your satisfaction pursuant to this policy, you may be able to make a complaint to the Information Commission (IC) directly. You can learn more about the IC and personal data rights at: www.ico.org.uk and specifically about complaints in relation to the use of your personal data at: https://ico.org.uk/make-a-complaint/data-protection-complaints/.

7 What will it cost?

7.1 We will not charge you for handling your complaint.

7.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of Business.

7.3 The Legal Ombudsman service is free of charge.