

NIXON PEABODY INTERNATIONAL LLP

COMPLAINTS HANDLING POLICY

Our aim

We aim to deal promptly, fairly and effectively with any complaint a client may have about any aspect of our service.

Our complaints handling policy

We are committed to providing a high-quality legal service to all our clients. However, if at any point you become unhappy or concerned about the service we provided then you should inform us immediately, so that we can do our best to resolve the problem. This will help us to improve our service to you and other clients. We have established a formal complaint procedure to assist us in being more timely and effective in providing you with a resolution to an issue with our services for you. There is no question of any charge being made for the time taken to resolve a complaint.

How to complain

If you have a complaint, whether it relates to the advice provided to you by a solicitor or lawyer of the firm, the information about your matter provided to you, or the conduct of firm personnel, in the first instance, it may be helpful to contact the partner of the firm with whom you feel you have the closest relationship and provide the details of your complaint orally or, if you prefer, in writing. That partner will, within three business days, acknowledge receipt of your complaint and discuss your complaint with you. If you have not dealt directly with a partner or are uncomfortable discussing the complaint with that individual, you also can contact the partner named in our engagement letter with you as the partner responsible for supervising your matter or any other partner of the firm.

Where a quick resolution of your complaint is possible

It is possible that, after investigation, the partner with whom you first discussed your complaint can quickly resolve it to your satisfaction. Under the policies of the firm, that partner will notify the Claims Counsel appointed by the managing partner of the firm of your complaint and any resolution.

If, however, your complaint is not resolved to your complete satisfaction within a reasonable period of time after your first contacting us (and in any event within 7 days), you may wish to make a formal complaint. You may do so by requesting that Claims Counsel review your complaint. Making a complaint will not affect how we handle your case.

What will happen next?

1. Your complaint will then be referred to the firm's Claims Counsel. Claims Counsel, or another lawyer designated by Claims Counsel, will:
 - i. acknowledge receipt of your complaint within three business days of your requesting that your complaint be reviewed and provide you with a copy of this procedure; and
 - ii. review your file and speak with the appropriate persons at the firm, who may include the partner to whom you first notified your complaint and, if appropriate, the lawyer who acted for you in the matter.
2. The Claims Counsel or other lawyer nominated to investigate your complaint will then invite you to a meeting with the Claims Counsel (normally within two weeks of the complaint being referred to him) to discuss and work with you to find a solution to the complaint which is satisfactory to you and legally appropriate. Within three days of the meeting, the Claims Counsel will write to you to confirm what took place and any solutions agreed with you.
3. If we cannot resolve your complaint, you can then contact the Legal Ombudsman:

The Legal Ombudsman

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint; and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

Please note: Nixon Peabody International LLP is required by the Solicitors Regulation Authority (SRA, the independent regulatory body of the Law Society in England and Wales, regulating solicitors and solicitor practices) to report annually to the SRA on the number and type of client complaints received, the nature of the complaint, the resolution of complaints received and referrals to the Legal Ombudsman. The firm maintains a central register of all complaints received and the timing and nature of their resolution. Firm solicitors, partners and other personnel are requested to promptly notify Claims Counsel of complaints received to ensure proper record keeping and the firm's policies.