

## COMPLAINTS PROCEDURE

### **Our complaints policy**

We are committed to providing a good legal service to all our clients, and we are committed to treating our clients fairly. If you feel that something goes wrong, we want you to tell us about it.

### **Our complaints procedure**

If you are dissatisfied with the service you have received, or if you would like us to review our advice, please write to the person who is dealing with your matter first.

If you feel that is not appropriate, or if you are still dissatisfied, please contact Caron Pope.

You can write to her at 1<sup>st</sup> Floor, 95 Gresham Street, London EC2V 7NA, or email her at [cpope@fragomen.com](mailto:cpope@fragomen.com) or telephone her on +44 (0) 20 7090 9100.

If your complaint is about Caron Pope, contact Nadine Goldfoot at the same address or [ngoldfoot@fragomen.com](mailto:ngoldfoot@fragomen.com).

Please set out as clearly as you can the nature of your complaint and how it has arisen.

### **Procedural steps**

1. Within **3 working days** of receiving your complaint (i.e. excluding weekends and Bank Holidays) we will send you a letter acknowledging receipt of your complaint and, if necessary, asking you to confirm or explain the details of your complaint. We will also let you know the name of the person who will be dealing with your complaint.
2. We will record your complaint in our central register, and open a file for your complaint.
3. We will examine the relevant file and if we need any information from you in order to investigate the complaint, we will request you to provide it.
4. If it seems appropriate, we will suggest a meeting with you to discuss the complaint with you and, if possible, to resolve it.
5. At the conclusion of our investigation, we will send you a letter setting out our findings. If the matter has been resolved by a meeting between you and the person dealing with your complaint, our letter will confirm to you what took place and any solutions we agreed with you.
6. Our aim will be to conclude our investigation within **20 working days** of receiving the complaint or, if we need more time before we can conclude our investigation, we will write to you within that time to tell you of the likely timescale.

### **Review**

7. If, after we have concluded our investigation and written to you, you are still not satisfied, you can write to ask us to review our response. We will then review our response. We may suggest an external individual or body (for example the Local Law Society) to review our response.

8. We may (but are not required to) invite you to agree to independent mediation, in which case we will let you know what this process involves and how long it may be expected to take.
9. Once these steps have been carried out, we will write to you confirming our final position on your complaint and explaining our reasons. We would generally aim to do this and write to you within **15 working days** of receiving your request to us to review our response to your complaint. If the review is going to take longer, for example because further investigation is required or because we are inviting you to a mediation, we will write to you within that time to tell you of the likely timescale.

## Legal Ombudsman Scheme

10. If you are still not satisfied, you may be entitled to refer your complaint to the Legal Ombudsman, if you fall into one of the following categories: an individual, a small business, small charity, small club or trustee of a small trust, personal representative or beneficiary under a will; if in doubt whether you fall into one of those categories, you should contact the Legal Ombudsman.
11. The contact details for the Legal Ombudsman are as follows:  
Address: PO Box 6806, Wolverhampton, WV1 9WJ  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Phone: 0300 500 0333  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
12. The time limit for referring the matter to the Legal Ombudsman is generally six months after the end of our own procedure explained above. This time limit should in each case be checked with the Legal Ombudsman.