

# Vorys UK LLP

## Complaints Handling Policy

### **A. Our aim**

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

We are committed to providing legal service to all our clients that is timely, responsive to client requirements, and consistent with applicable professional standards in view of the circumstances of our engagements as defined in the engagement letters that we and our clients execute. When something goes wrong, we need you to tell us about it. This will help us to improve our service. We do not charge for the time taken to resolve a complaint.

### **B. How to submit a complaint**

If you have a complaint, please give the details (by letter, email or telephone) to the partner with whom you feel you have the closest relationship.

If you have not dealt directly with a partner, please contact the partner named in our engagement letter as the partner responsible for supervising your matter or (if you prefer) our Office Managing Partner.

We will consider your complaint and will respond within eight weeks. If we have not resolved it within this time, and your complaint relates to a solicitor or other SRA-regulated individual, you may complain to the Legal Ombudsman.

It is possible that, after investigation, the partner to whom you first notified your complaint can quickly resolve it to your satisfaction, after discussing the complaint and the proposed resolution with you. In that case, s/he will record in writing to you within seven days of your first contacting us the agreed manner of resolution. If, however, your complaint is not resolved to your satisfaction within seven days of your first contacting us, you should notify (by letter, email or telephone) the partner first contacted by you that you require your complaint to be investigated by another partner.

### **C. What happens next**

If we cannot reach a quick and informal resolution in the manner described above, and you request that we progress with your complaint, we will appoint another partner to investigate the issues you have raised.

This will normally involve passing your complaint to our Complaints Officer (or, if the Complaints Officer is the subject of the complaint, another partner) who will:

- send you a letter acknowledging receipt of your complaint (within 3 days of your requesting an investigation of your complaint by another partner) and enclosing a copy of this procedure; and
- nominate a person unconnected with your matter to review your matter file and speak to the member of staff who acted for you.

The partner nominated to investigate your complaint will then invite you to a video call or in-person meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of the Complaints Officer sending you the acknowledgement letter.

Within three days of the meeting, the partner who met with you will write to you to confirm what took place and any solutions s/he has agreed with you.

If you do not want a video call or meeting or it is not possible, the partner nominated to deal with your complaint will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of our Complaints Officer sending you the acknowledgement letter.

At this stage, if you are still not satisfied, you should (by letter, email or telephone) contact our Complaints Officer who will review the decision.

Our Complaints Officer will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

#### **D. Complaints to the Legal Ombudsman**

If you are still not satisfied following the operation of the procedure above, you can ask the Legal Ombudsman (“**LeO**”) to resolve the matter. The LeO can be contacted as follows:

- by letter at: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
- by telephone at: callers from UK: 0300 555 0333 / callers from overseas: +44 121 245 3050
- by email at: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Vorys UK LLP is authorised and regulated by the SRA as a licensed body with registration number 8008360. The LeO therefore can hear complaints about the LLP itself or any staff members or agents who are SRA-registered such as solicitors or Registered Foreign Lawyers.

Normally, you will need to bring a complaint to the LeO within six months of receiving a final written response from us about your complaint and either within one year of the act or omission about which you are complaining occurring (or, if outside of this period, within one year of when you should reasonably have been aware of it).

LeO will normally only consider a complaint after you have made the complaint to the us in accordance with section (B) above and either we have failed to resolve the complaint to your satisfaction, or a period of eight weeks has elapsed since the complaint was made to us.

For further information, you should contact the LeO.