

MCGUIREWOODS LONDON LLP COMPLAINTS HANDLING POLICY

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. Making a complaint will not affect how we handle your case.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within fourteen days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Complaints Officer, the Compliance Officer for Legal Practice ("COLP"), who will either personally review your matter file and speak to the lawyers who acted for you or designate a partner unconnected with the matter to do so.
3. You may be invited to discuss your complaint or meet with the Complaints Officer or his designee in an effort to resolve your complaint promptly.
4. If you do not want to meet, the Complaints Officer or his designee will send you a detailed written reply to your complaint, including their suggestions for resolving the matter.
5. We will aim to write to you within 28 days of receiving your complaint, confirming our final position on your complaint and explaining our reasons.
6. Please note that the timescale for response may be significantly longer if your complaint is particularly complex, relates to advice given over a lengthy period or many years ago, and/or where the lawyer(s) who acted for you are no longer at McGuireWoods London LLP.
7. If, having received our response you are not satisfied, you should contact us again and we will arrange for The Complaints Officer (if he did not determine your complaint) or another senior person or someone else unconnected with the matter at the firm to review the decision.
8. If you are still not satisfied, you have the right to contact the Legal Ombudsman at PO Box 6806, Wolverhampton WV1 9WJ about your complaint. You must usually refer your complaint within six months of our final written response to your complaint and within one year from the act or omission about which you are complaining occurring or within one year from when you should reasonably have known there was a cause for complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333, at enquiries@legalombudsman.org.uk, or www.legalombudsman.org.uk.
9. 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 characteristics. Visit their website to see how you can raise your concerns with [Solicitors Regulation Authority](https://www.sra.org.uk).