

Complaints Procedure

1. Our complaints policy

Simmons & Simmons is committed to providing a high quality legal service to all its clients. If you are dissatisfied with our service, please let us know immediately so that we can work to resolve your complaint swiftly. We have **eight weeks** to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

We will not charge you for handling your complaint.

2. Our complaints procedure

If you have a complaint, please contact our Complaints Officer, Colin Passmore, Senior Partner, Telephone: +44 (0)20 7825 4196; Email: colin.passmore@simmons-simmons.com. His postal address is: Simmons & Simmons, CityPoint, One Ropemaker Street, London EC2Y 9SS, United Kingdom.

3. What will happen next?

- 3.1 We will write to you acknowledging your complaint and may ask you to confirm or explain the details set out. We will aim to respond to you within **two business days** of us receiving your complaint.
- 3.2 We may invite you to a meeting to discuss and understand the nature of your concerns.
- 3.3 In the event of a meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
- 3.4 If you do not want a meeting or it is not appropriate or practical to have one, we will send you a detailed, written reply to your complaint. This will include our suggestions for resolving the matter, a confirmation of our final position on your complaint, and an explanation of our reasoning.
- 3.5 If following the conclusion of our complaints process we both agree that it is appropriate to try and resolve any disagreement between us using mediation, then alternative dispute resolution (“ADR”) bodies do exist which may be competent to consider your complaint. One such body, which is competent to consider certain complaints about legal services from consumers, is the ADR Group – further information about them can be found on-line.
- 3.6 After this procedure has been followed and if you still remain dissatisfied you can refer your complaint to the Legal Ombudsman, but you must do so within **6 months** of receiving written confirmation from us regarding our final position, and within **6 years** from the date of the act/omission about which you are concerned or three years from when you should have reasonably known there was cause for complaint.

You can contact them via:

Address : PO Box 6806, Wolverhampton WV1 9WJ
Telephone number: 0300 555 0333
Website www.legalombudsman.org.uk

- 3.7 If we have to change any of the timescales above, we will let you know and explain why.
- 3.8 If your complaint is in respect of our fees, you have the right to apply to court for an assessment under Part III of the Solicitors Act 1974 but, if you have applied for such an assessment, the Legal Ombudsman might not consider a complaint about the fees.