

MAGRATH SHELDRIK LLP

COMPLAINTS PROCEDURE

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your matter to discuss your concerns and we will do our best to resolve any issues. If you would like to make a formal complaint, then you can read our full complaints procedure (see below). Making a complaint will not affect how we handle your case.

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.

Our complaints procedure

If you have a complaint, please contact Mr Jeremy Hershkorn who is the person responsible for dealing with client care issues. You can contact him by email at jeremy.hershkorn@magrath.co.uk or by post to Magrath Sheldrick LLP, 22 Chancery Lane, London, WC2A 1LS.

What will happen next?

1. We will send you a letter or email acknowledging receipt of your complaint within a maximum of three days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed, we may need to obtain your file from our archive storage facility, which may take 1-2 days.
3. Mr Jeremy Hershkorn will send you a detailed reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
4. At this stage, if you are still not satisfied, you should contact us again and we will arrange for a partner who has not had any dealings with your matter to review the initial decision.
5. We 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.

What we do if we cannot resolve your complaint

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 our final response to your complaint

and

- No more than one year from the date of the act or omission being complained about; or

- No more than one year from the date when you should reasonably have known that there was a cause for complaint.

For more information about the Legal Ombudsman contact:

www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6167, Slough, SL1 0EH

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](http://www.sra.org.uk).

Objecting to our bill(s)

You may have the right to object to our bill(s) by applying to the court for an assessment of the bill(s) under Part III of the Solicitors Act 1974.

Non-payment of our bill(s)

You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remain unpaid.

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