



U.K. COMPLAINT PROCEDURE AND POLICY

Excellent client service is nothing new to us. It is core to the Firm's mission, values and strategy, which is why we have a formalized program in place to help make sure we are exceeding our client's expectations. We know it is not enough to get the job done well. It is critically important to us to have a client-focused culture, both conceptually and in practice. To learn more about the firm's formal client feedback program – Client CultivATion – [click here](#).

If at any point you become unhappy or concerned about the service we have provided, you should contact the partner with overall responsibility for the work, who is named in our client care letter, immediately to discuss your concerns so that we can do our best to resolve the problem.

If you would like to make a formal complaint, please email David Wise, Armstrong Teasdale Limited's Client Care Officer. Making a complaint will not affect how we handle your case.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure. We will also record your complaint in our central register.
- We will then investigate your complaint. This will normally involve:
 - a review of your file by our Client Care Officer; and
 - speaking to the member of staff who acted for you.
- The Client Care Officer will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 21 days of sending you the acknowledgement letter.
- Within three days of the meeting, the Client Care Officer will write to you to confirm what took place and any solutions agreed upon with you.
- If you do not want a meeting or it is not possible, the Client Care Officer will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact us again and we will then arrange for someone unconnected with the matter, or the Managing Partner, to review your complaint. We will let you know how long this process will take.
- We will write to you within 14 days of receiving your request for further 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.

Legal Ombudsman

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 the Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

If you would like more information about the Legal Ombudsman, you may contact them through one of the means listed below.

- **Visit:** www.legalombudsman.org.uk
- **Call:** 0300 555 0333 between 9.00 and 17.00 (Minicom: 0300 555 1777)
- **Email:** enquiries@legalombudsman.org.uk
- **Address:** Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our conduct or 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](https://www.sra.org.uk/) or call 0370 606 2555 inside the U.K.