

HOLLAND & KNIGHT (UK) 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 service to you and to other clients.

If you have a complaint, please contact us as soon as possible with the full details. We take complaints very seriously and have this procedure in place which we will follow when considering your complaint.

What will happen?

1. In the first instance, please contact the fee-earner who is responsible for your matter, or if you prefer, contact the complaints handling officer, Robert Ricketts.
2. We will send you a letter acknowledging receipt of your complaint within 48 hours of receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve review of your matter file and speaking to any members of staff involved in your matter or mentioned in your complaint.
4. We may then invite you to a meeting to discuss and hopefully resolve your complaint. This invitation will be within 14 days of sending you the acknowledgment letter.
5. Within 3 days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
6. If you do not want a meeting or it is not possible, Robert Ricketts will send you a detailed written reply to your complaint, which will include suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter or from the proposed date of the meeting.
7. At that stage, if you were not satisfied, you should contact us again, and we would arrange for another partner or someone unconnected with the matter at the firm to review the decision.
8. We would write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
9. If you are still not satisfied, you may be able to contact the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9JW about your complaint. Any complaint taken to the Legal Ombudsman must normally be within six months of the date of our final written response to your complaint and not be later than six years from the date of act/omission, or three years from when you should reasonably have known there was cause for complaint. For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. If you are calling from overseas you should call +44 121 245 3050.
10. The Solicitors Regulation Authority can help you 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. For more details visit <https://www.sra.org.uk> and <https://www.sra.org.uk/consumers/problems/report-solicitor.page>

11. If we have to change any of the timescales above, we will let you know and explain why.
12. We will not charge you for handling your complaint.