

HOLLAND & KNIGHT (UK) LLP

Complaints Handling Policy

Introduction

We are committed to providing a high-quality legal service to all our clients and have a procedure in place to ensure that any complaint is handled promptly, fairly and effectively.

In the event that you do have a complaint about the services you have received from Holland & Knight (UK) LLP (the “**Firm**”, “**we**” or “**us**”), please follow the procedures set out below.

How to notify your complaint to us

If you are dissatisfied with the advice or service you have received, we recommend that, in the first instance, you raise this with the partner who has been leading your work.

However, if you do not want to do that or if your discussions with that person do not resolve your issues, you can contact one of the Firm’s complaints handling officers:

Richard Sharman, Partner
richard.sharman@hklaw.com
+44 20 7071 9913

Debra Erni, Partner
debra.erni@hklaw.com
+44 20 7071 9938

When contacting us, we encourage you to do this via email if possible. However, you can also contact us by telephone using the numbers above or by post (marked for the attention of either of the complaints handling officers listed above) at Leaf 27C, Tower 42, 25 Old Broad Street, London EC2N 1HQ.

When notifying us of a complaint, please provide full details of the matters relevant to your complaint, including:

1. your full name and contact details;
2. what you think we have got wrong; and
3. how you would like your complaint to be resolved.

Our actions after we are notified of your complaint

We will acknowledge receipt of your complaint promptly after receiving it, enclosing a copy of this procedure and will inform you in writing:

- that we are treating your communication as a complaint under our complaints handling procedure;
- how your complaint will be handled;
- our timescale for providing you with a formal response; and
- who at the Firm is dealing with your complaint.

We may require further information from you but, subject to that, within 10 working days of receipt of your complaint, we will investigate and provide a response to you, including any conclusions we have reached and any actions we have taken.

We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference where appropriate.

In certain circumstances, it may not be possible to investigate fully and respond to you within 10 working days. If this is the case, we will give you a written progress update on or before the tenth working day and provide a further timeframe in which we will aim to provide our full response. We have eight weeks to resolve your complaint. At the conclusion of our investigation and response, we will ask you whether your complaint has been resolved to your satisfaction.

Please note, we will not charge for the time taken to resolve a complaint.

Legal Ombudsman

If you are still not satisfied with the result provided by us, you may be entitled to take the matter up with the Legal Ombudsman, an independent body which handles complaints against solicitors. The Legal Ombudsman service is free of charge.

You will be eligible to submit a complaint to the Legal Ombudsman if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1 million, or if you fall within certain other categories (about which you can find out more at www.legalombudsman.org.uk). The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.

Where you are eligible, the Legal Ombudsman expects complaints to be made to them within six months of the conclusion of our complaints process and no more than one year from the date of the act or omission about which you are concerned, or no more than one year from when you should reasonably have known there was cause for complaint.

The Legal Ombudsman may be contacted at on 0300 555 0333 or, if calling from outside UK, +44 121 245 3050. Their email address is enquiries@legalombudsman.org.uk and address is PO Box 6167, Slough SL1 0EH.

Complaints about behaviour

The Solicitors Regulation Authority (“**SRA**”) regulates and supervises solicitors and law firms in England and Wales. The SRA can help if you are concerned about our behaviour or those of the Firm’s staff (as opposed to the service you receive from the Firm, which complaints should be raised with us under the previous sections in this policy).

Concerns about behaviour might include suspected dishonesty, improper use of funds money or unfair treatment (for example on the grounds of protected characteristics under equality law).

Visit the SRA’s website for more information about raising concerns: <https://www.sra.org.uk/consumers/problems/report-solicitor>.