

Steptoe International (UK) LLP
Complaints Handling Policy
Effective September 2025

Introduction

We are committed to providing high-quality legal advice and client care to all of our clients. If you are unhappy with any aspect of our service or any invoice you have received, please let us know.

This document sets out our procedure for resolving complaints. It does not affect any rights which you may have in law or in contract.

How to make a complaint

If you wish to make a complaint, please contact us with the details by email or letter, addressed to Darren Walker, Director of Administration – London, at DWalker@steptoe.com or by post to 5 Aldermanbury Square, London, EC2V 7HR.

What will happen next?

1. We will aim to send you a letter acknowledging receipt of your complaint within 3 business days of receiving it and will enclose a further copy of this procedure for your reference.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Compliance Officer for Legal Practice and complaints-handling partner, Angus Rodger, who will arrange to have your complaint discussed with the lawyer who is responsible for your matter.
3. We may also, if appropriate, invite you to a meeting, video or telephone conference, to discuss your complaint. We will aim to arrange this within 14 days of sending you the acknowledgement letter. You do not have to attend if you do not wish, or are unable, to do so. Within 3 business days of the meeting or conference, we will aim to write to you to confirm what took place and any solutions we have agreed with you.
4. If you do not want, or are unable, to attend a meeting or conference, or we do not consider that a meeting or conference would be appropriate, we will aim to send you a written decision regarding your complaint, including any suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our decision and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.
6. We will then aim to write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If we have to change any of the timescales above, we will let you know and explain why.
8. We will not charge you for handling your complaint. Please note that if we have issued an invoice for sums due to us, and all or some of the invoiced sums are

not paid, we may be entitled to charge interest on the amount outstanding, as explained in our Terms of Business.

9. If you are still not satisfied with our final position (or, if sooner, upon the expiry of eight weeks after the date on which you sent us your complaint), you may be entitled to refer the complaint to the Legal Ombudsman who can then advise you on whether they are able to assist with your complaint.

The Legal Ombudsman investigates complaints about service issues with lawyers and does not charge for its service, but they will normally expect your complaint to be referred 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; and
- within six months of our final response to you.

You can refer your complaint to the Legal Ombudsman online at <https://www.legalombudsman.org.uk/make-a-complaint/> or via the following contact details:

PO Box 6167

Slough

SL1 0EH.

Tel: 0300 555 0333

Email: enquiries@legalombudsman.org.uk.

10. There are other approved alternative dispute resolution (ADR) schemes such as Ombudsman Services and ProMediate. We will, in our final response or sooner if you request, let you know whether we agree to use an ADR scheme to resolve your complaint.

Complaints to the Solicitors' Regulation Authority

You may also report any concerns regarding our conduct to our regulator, the Solicitors Regulation Authority, whose contact details are at: <https://www.sra.org.uk/>