



Steptoe & Johnson UK LLP Complaints Handling Policy

Our Complaints Policy

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, we need you to tell us about it. This will help us to improve our standards and address your concerns.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three (3) business days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Compliance Officer for Legal Practice (COLP) and complaints handling partner, Matthew Coleman, who will arrange to have your matter file reviewed and discussed with the member of staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within three (3) business days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again to explain why you remain unhappy with our response and we will review your comments. Depending on the matter we may at this stage arrange for another partner to review the decision.
7. 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.
8. If you are still not satisfied, you may contact the Legal Ombudsman ([PO Box 6806, Wolverhampton WV1 9WJ](mailto:PO.Box.6806@wolverhampton.wv19wv)). Ordinarily any complaint to the Legal Ombudsman must be made within six (6) months of receiving a final written response to your complaint from us and within six (6) years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman on 0300 555 0333 or at www.legalombudsman.org.uk.

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