

Paul Hastings (Europe) LLP

Complaints Procedure

Client feedback and complaints

We are committed to providing the highest quality of service to our clients. If you do not feel that you are receiving excellent client service, or that our service could be improved, please tell us if we have fallen short of our standards as we would like to put things right. We treat any complaint seriously and will investigate it promptly, fairly and without charge.

How to make a complaint

Please write to Ross Anderson or Mei Lian, the co-chairs of the London office, setting out why you are dissatisfied and what you would like us to do to resolve your complaint. Their contact details are below, including telephone numbers if you prefer not to write.

Ross Anderson:

Email: rossanderson@paulhastings.com

Post: Paul Hastings (Europe) LLP
100 Bishopsgate, London EC2N 4AG

Tel: +44 (0)20 3023 5104

Mei Lian:

Email: meilian@paulhastings.com

Post: Paul Hastings (Europe) LLP
100 Bishopsgate, London EC2N 4AG

Tel: +44 (0)20 3023 5214

Our response to a complaint

We will acknowledge your complaint in writing within 7 days.

We will review your complaint with the lawyer(s) responsible, checking any records as necessary. We may arrange a discussion with you to try to resolve any issues within 21 days of receiving your complaint. If we require any further information from you we will let you know promptly. Our review will not take longer than eight weeks from the receipt of your complaint.

At the end of our review we will provide you with a written final response to your complaint setting out the conclusions of our investigation and any proposals to resolve the matter.

We aim to conclude our investigation and provide a final response as quickly as possible but this may take up to eight weeks from the receipt of your complaint. If, in exceptional circumstances we need to extend this timetable we will tell you in writing and seek to agree any variation with you in advance.

We will not charge you for investigating and responding to a complaint.

A complaint will be investigated and handled independently of your legal matter which, if ongoing, will continue to be dealt with as normal and will not be affected by the complaints procedure (assuming no conflict of interest has arisen and you continue to comply with the terms of our retainer/engagement letter and terms of business including, where applicable, the payment of our fees).

If you are not satisfied with our response

If you remain dissatisfied after receiving our final response, or should we have failed to send a final response within eight weeks of receiving your complaint, you may be able to complain to the Legal Ombudsman about our service. The Legal Ombudsman will normally expect you to have first exhausted this complaints procedure. Most private individuals and small organisations and businesses are entitled to use the Legal Ombudsman service, but there are restrictions for larger organisations and businesses. The Scheme Rules of the Legal Ombudsman provide details and can be accessed on the website referred to below.

There are time limits for any complaint to the Legal Ombudsman so you should not delay any application. The general rule is that you must make a complaint to the Legal Ombudsman within six months of receiving our final response to your complaint and no more than one year from the date of the act or omission being complained about, or no more than one year from the date when you should have realised that there was cause for complaint.

The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter.

You can contact the Legal Ombudsman and find further information about their service as follows:

Website: www.legalombudsman.org.uk

Telephone: 0300 555 0333 or +44 121 245 3050

Email: enquiries@legalombudsman.org.uk

Post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

Complaints about a bill

If you are complaining about a bill that we have sent you, you may be entitled to apply to the High Court to assess the bill under Part III of the Solicitors Act 1974. You should note that if you have done so the Legal Ombudsman may not be able to consider a complaint about the same matters.

Concerns about professional misconduct

If you have more serious concerns that any person working for this firm has been involved in professional misconduct, which could be for things like dishonesty, taking or losing your money or treating you unfairly because of age, a disability or other characteristic, you may wish to refer this to the Solicitors Regulation Authority (SRA). We do not anticipate any such problems arising and ask that you notify the partner responsible for your matter or Ross Anderson or Mei Lian, the co-chairs of the London office whose contact details are above, if you have such concerns. Information about the SRA, contact details, applicable Standards and Regulations and how to make a report are on its website www.sra.org.uk

Alternative Dispute Resolution

Alternative Dispute Resolution providers that are appropriate to deal with complaints about legal services include CEDR www.cedr.com and Promediate www.promediate.co.uk should both you and this firm wish to use such a scheme.