

## COMPLAINTS PROCEDURE

### Introduction

As part of our client service procedures, we operate a formal system to ensure that any client complaint is handled promptly, fairly and effectively.

In the event that you do have a complaint about services provided by Arnold & Porter Kaye Scholer (UK) LLP ("Arnold & Porter"), please follow the procedures set out below.

### 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 at Arnold & Porter.

If you feel that a more formal approach is needed from the outset or you are dissatisfied with the outcome of an informal approach or the speed at which it is being handled, please set out your concerns in writing, in as much detail as possible, in a letter or email to the Responsible Partner for the London Office. The Responsible Partner is currently Kathleen Harris, who can be contacted at [kathleen.harris@arnoldporter.com](mailto:kathleen.harris@arnoldporter.com) or at Arnold & Porter, Tower 42, 25 Old Broad Street, London, EC2N 1HQ, United Kingdom. Alternatively, please contact the Administrative Partner for the London Office - currently Jacqueline Mulryne - at [jacqueline.mulryne@arnoldporter.com](mailto:jacqueline.mulryne@arnoldporter.com) or at the same postal address.

### Our actions after we are notified of your complaint

On receipt of your complaint, we will, within two working days of receipt, send you a copy of this complaints procedure and inform you in writing:

- that we are treating your communication as a complaint under our complaints procedure;
- how your complaint will be handled;
- our timescale to give a substantive report;
- who at the firm is dealing with the complaint; and
- we may request further information from you but - subject to that - within 10 working days of receipt of your complaint, we will investigate and provide a substantive response to you, including any conclusions we have reached and any actions we have taken.

If your complaint relates to the practice of law, notification will also be given to our General Counsel and Chairperson of the Risk Committee.

It may, in exceptional circumstances, not be possible to investigate your complaint 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 day and a further deadline by which our response as above will be provided.

At the conclusion, we will ask you whether your complaint has been resolved to your satisfaction. If you have any concerns about an invoice, you should inform us as described above. You may also have a right to object to the charges by making a complaint to the Legal Ombudsman, details of which are set out below and/or by applying to the court for assessment of the charges under Part III of the Solicitors Act 1974.

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

### **Legal Ombudsman**

If for any reason we are unable to resolve the issue between us to your satisfaction, then certain clients (such as individuals, small businesses, charities, trustees) are entitled to take the matter up with the Legal Ombudsman, an independent body which handles complaints against solicitors. Normally, you will need to bring a complaint to the Legal Ombudsman within: (i) six months of receiving a final written response from us about the complaint; or (ii) within one year from the date of the act/omission complained about (or one year from when you should have reasonably known about the circumstances giving rise to the complaint).

The Legal Ombudsman may be contacted at PO Box 6167, Slough, SL1 0EH, or by telephone on 0300 555 0333 or by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk). You can also contact the legal ombudsman via this link: <http://www.legalombudsman.org.uk>.

Alternative complaints bodies exist which are competent to deal with complaints about legal services: however we do not intend to use an alternative scheme.

### **Solicitors Regulation Authority**

You may also contact the Solicitors Regulation Authority ([www.sra.org.uk](http://www.sra.org.uk)) which regulates all solicitors. The Solicitors Regulation Authority may be contacted at Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN or by telephone on 0370 606 2555.

POLICY DOCUMENT - complaints procedure London updated July 2025