

Shearman & Sterling (London) LLP

Client Complaints Handling Procedures

Our complaints procedures

We are committed to providing our clients with a professional and high-quality legal service. If something goes wrong, we need you to tell us about it *in writing*. This will help us to investigate your concerns and also to make any necessary improvements to our service.

We will investigate all complaints promptly and fairly and will try to resolve any concerns in a way that is satisfactory to you.

Set out below are our internal complaints handling procedures, referred to on our website and also in the Terms and Conditions attached to our engagement letter.

What will happen next?

1. We will send you written acknowledgement of your written complaint (the "**Acknowledgement**") within three business days of receiving it.
2. Our complaints handling partner, Susanna Charlwood (the "**Complaints Handling Partner**"), or someone acting on her behalf, will discuss your complaint with you in order to obtain the information needed to conduct the necessary internal investigation (the "**Investigation**").
3. The Complaints Handling Partner, or someone acting on her behalf, will then conduct the Investigation.
4. We will aim to communicate the outcome of the Investigation to you, in writing (the "**Investigation Outcome**"), within fourteen business days from the date of the Acknowledgement.
5. If you are not satisfied with the Investigation Outcome, you are entitled to request, in writing, that our London office managing partner (the "**Managing Partner**") reviews your complaint (the "**Review Request**").
6. The Managing Partner, or someone acting on his behalf, will conduct a review of your complaint and of the Investigation (the "**Managing Partner Review**").
7. We will aim to communicate the outcome of the Managing Partner Review to you, in writing (the "**Managing Partner Review Outcome**"), within fourteen business days of receiving your Review Request, confirming our final position on your complaint and explaining our reasons.

8. If you are not satisfied with the Managing Partner Review Outcome and you remain dissatisfied with any element of our work or service, you may contact the Legal Ombudsman:

Postal address: PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

9. The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your case.
10. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:
 - a. Within six months of receiving the Managing Partner Review Outcome; and
 - b. No more than six years from the date of the act/omission that has given rise to your complaint; or
 - c. No more than three years from when you should reasonably have known there was cause for complaint.
11. You can find more information at www.legalombudsman.org.uk. You may also raise any concerns with the Solicitors Regulation Authority.
12. If you wish to make a complaint about your bill, you may apply to the court for an assessment of the bill under Part III of the Solicitors' Act 1974. If all or part of a bill remains unpaid, we may be entitled to charge interest.
13. If it is necessary to change any of the timescales referred to in these procedures, we will let you know and explain why.