

## Shearman & Sterling (London) LLP

### Client Complaints Handling Procedures

#### Our complaints procedures

Shearman & Sterling (London) LLP ("**we**", "**us**", and "**our**") is committed to providing 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. You can do this by contacting your relationship partner or the partner responsible for your matter in the first instance. If you do not consider that approach to be appropriate, or you are dissatisfied with the response you have received, you may write to our Director of Risk, Nicola Liddle-Peters, at London office address or by email (Nicola.Liddle-Peters@Shearman.com).

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 (i) on our website, and (ii) in the Terms of Engagement attached to our Engagement Letter.

#### What will happen next?

1. We will send you a written acknowledgement of your written complaint (the "**Acknowledgement**") within three business days of receiving it.
2. Our Director of Risk, or someone acting on their behalf, will discuss your complaint with you in order to obtain the information needed to conduct the necessary internal investigation (the "**Investigation**").
3. The Director of Risk, or someone acting on their 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**"). In order to promptly resolve your concern, we would ask that you request the Review Request within seven days of receiving the Investigation Outcome.
6. Upon receipt of the Review Request, the Managing Partner, or someone acting on their 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 be entitled to request the Legal Ombudsman ("**LeO**") to independently consider your complaint.
9. The LeO's services are available to all members of the public, and certain small businesses, charities, clubs, societies, associations and trusts. Before accepting a complaint for investigation, the LeO will check that you have tried to resolve your complaint with us first. If you have, then complaints to the LeO must ordinarily be made within six months of the date of receiving the Managing Partner Review Outcome; and *either* (i) no later than six years from the date of the act/omission that has given rise to your complaint; *or* (ii) no later than three years from when you should reasonably have known there was cause for complaint. On **1 April 2023**, these time limits are changing. From this date, the LeO will expect complaints to be made to it *either* (i) no later than one year from the date of the act/omission that has given rise to your complaint; *or* (ii) no later than one year from when you should reasonably have known there was cause for complaint. The requirement to refer your complaint to the LeO within six months of receiving the Managing Partner Review Outcome will remain the same. Raising a complaint with the LeO will not affect how we handle your case.
10. Further information on the eligibility criteria and the procedures involved can be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). You may contact the LeO at:  
  
Postal address: PO Box 6806, Wolverhampton, WV1 9WJ  
Telephone: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).
11. You may also raise any concerns about our professional conduct 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.