

LALIVE

LALIVE (LONDON) LLP CLIENT COMPLAINTS POLICY

APRIL 2023

Our aim

LALIVE (LONDON) LLP (hereinafter “LALIVE”) aims to deal promptly, fairly and effectively with any complaint a client may have about any aspect of our service.

Our complaints handling policy

LALIVE is committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our service. There is no question of any charge being made for the time taken to resolve a complaint.

How to complain

If you have a complaint, please give the details (by letter, email or telephone) to the partner with whom you feel you have the closest relationship. If you have not dealt directly with a partner, please contact the partner named in our engagement letter as the partner responsible for supervising your matter. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

Where a quick resolution of your complaint is possible.

It is possible that, after investigation, the partner to whom you first notified your complaint can quickly resolve it to your satisfaction, in which case s/he will record in writing to you within seven days of your first contacting us the agreed manner of resolution. If, however, your complaint is not resolved to your complete satisfaction within seven days of your first contacting us, you should notify (by letter, email or telephone) the partner first contacted by you that you require your complaint to be investigated by another partner.

What will happen next?

1. Another partner will then investigate your complaint. This will normally involve passing your complaint to our Complaints Officer, Genevieve Poirier, (or if s/he is the subject of the complaint, Marc Veit) who will:
 - send you a letter acknowledging receipt of your complaint (within three days of your requesting an investigation of your complaint by another partner) and enclosing a copy of this procedure; and
 - nominate a partner unconnected with your matter to review your matter file and speak to the member of staff who acted for you.
2. The partner nominated to investigate your complaint will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of the Complaints Officer sending you the acknowledgement letter.
3. Within three days of the meeting, the partner who met with you will write to you to confirm what took place and any solutions s/he has agreed with you.
4. If you do not want a meeting or it is not possible, the partner nominated to deal with your complaint will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of our Complaints Officer sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should (by letter, email or telephone) contact our Complaints Officer and they will review the decision.
6. Our Complaints Officer 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.
7. If we are unable to resolve your complaint then you can have the complaint independently looked at by the Legal Ombudsman. The Legal Ombudsman investigates complaints about service issues with lawyers.

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

8. You can contact the Legal Ombudsman by:
- Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ
 - Telephone: callers from UK: 0300 555 0333 / callers from overseas: +44 121 245 3050
 - Email: enquiries@legalombudsman.org.uk

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

Details of how to contact the Legal Ombudsman and further information, including the eligibility criteria for invoking its services, can be found [here](#).

In addition, complaints relating to the conduct or behaviour of the firm or any of our employees or Partners may be made to the Solicitors Regulation Authority (SRA). Further information, including on how to make a complaint to the SRA is available on their website [here](#).