

# LALIVE

## CLIENTS COMPLAINTS POLICY

**Lalive (London) LLP**

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### 1 OUR AIM

- 1 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.

### 2 OUR COMPLAINTS HANDLING POLICY

- 2 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.

### 3 HOW TO COMPLAIN

- 3 As a client, if at any point in time you become unhappy with the services provided to you or our fees and costs, please inform us immediately so that we can do our best to resolve the issue. In the first instance, you should contact the Partner(s) responsible for your matter.
- 4 If you remain dissatisfied, you may contact LALIVE’s Managing Partner, Thomas Brown ([tbrown@lalive.law](mailto:tbrown@lalive.law)) or Deputy Managing Partner André

Brunschweiler ([abrunschweiler@lalive.law](mailto:abrunschweiler@lalive.law)) (collectively as “ExCo”). We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

### **3.1 Where a quick resolution of your complaint is possible.**

- 5 It is possible that, after investigation, the partner or ExCo 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 7 days of your first contacting us the agreed manner of resolution. If, however, your complaint is not resolved to your complete satisfaction within 7 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 our ExCo.

### **3.2 What will happen next?**

- 6 Our ExCo will then investigate your complaint. This will normally involve passing your complaint to our Managing Partner, (or if he is the subject of the complaint, to André Brunschweiler) who will:
  - a) Send you a letter acknowledging receipt of your complaint (within 3 days of your requesting an investigation of your complaint by another partner) and enclosing a copy of this procedure; and
  - b) Nominate a partner unconnected with your matter to review your matter file and speak to the member of staff who acted for you.
  - c) 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 Managing Partner sending you the acknowledgement letter.
  - d) 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.
  - e) 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 our Managing Partner of sending you the acknowledgement letter.

- f) At this stage, if you are still not satisfied, you should (by letter, email or telephone) contact our Managing Partner and he will review the decision.
- 7 Our Managing Partner 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.
- 8 If you are still not satisfied, you can then contact the Legal Ombudsman:
  - a) by letter at: Legal Ombudsman PO Box 6167 Slough SL1 0EH
  - b) by phone at: 0300 555 0333 between 10am to 4pm.or relay UK: 18001 0300 555 0333
  - c) by email at: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)
- 9 The Legal Ombudsman may be prepared to investigate your complaint if you satisfy the relevant criteria. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or, if outside of this period, within three years of when you should reasonably have been aware of it). For further information, you should contact the Legal Ombudsman.
- 10 If we have to change any of the timescales above, we will let you know and explain why.