

Atkinson Rose LLP Complaints Procedure

How to Complain

A complaint may be made in writing, verbally, email or in person. Where possible, please communicate a complaint in writing (by letter or by email) setting out what is causing you concern and what you would like us to do to resolve your concerns. If you would like to complain in writing or in person, our address is Atkinson Rose LLP, 24 Greville Street, London, EC1N 8SS.

Letting us know whenever you are dissatisfied with our service gives us the opportunity to put matters right for you and improve our service for everybody. Our aim is to provide the highest possible level of service to all our clients. If you are unhappy with any aspect of the service, then please raise your concern with us immediately. Our internal complaints procedure is designed to resolve your concerns quickly and efficiently in respect of any person using the services that we have provided

Please note if you wish to make a complaint in person you should contact us beforehand. Due to Tribunal commitments, someone may not be available to take the details of your complaint if you attend without an appointment.

If you would like to complain by email please contact the relevant case handler at first instance

If you would like to complain by telephone contact: 0333 444 5678

Our Complaints Manager is Amit Patel

Complaints Handling Procedures

We value your feedback and will endeavour to resolve any expression of dissatisfaction, whether oral or written, at the earliest possible opportunity. Our complaints handling procedures are as follows:

We will send you a written or electronic acknowledgement within five business days of our receipt of your complaint giving you the name and job title of the individual who will be handling the complaint. When we acknowledge your complaint, we will, again, also provide you with these complaint handling procedures. We will thoroughly investigate your concerns and the person investigating your complaint will have the authority to settle it and, wherever possible, will not have been directly involved in the matter which is the subject of your complaint.

After no more than eight weeks after our receipt of your complaint, we will provide you:

A final response which addresses adequately the subject matter of your complaint and, where a complaint is upheld, offers redress;

In the event you remain unhappy with our final response or we do not provide a final

response within eight weeks of your initial complaint, you are entitled to refer your complaint to the Claims Management Ombudsman, part of the Financial Ombudsman Service ,at any time within six months of the date of any final response we provide. The Claims Management Ombudsman will only act once all steps of our complaints handling procedures above have been followed or 8 weeks have elapsed since you made a complaint to us. Their details are:

Claims Management Ombudsman
Exchange Tower
London
E14 9SR

Tel: 0800 023 4567

Web: <https://cmc.financial-ombudsman.org.uk/>

N.B. Please note you have 6 months from the date of our final decision to approach the Claims Management Ombudsman.