

## **Complaints Handling Procedure**

### **1. Dissatisfaction**

- 1.1 Cozen O'Connor LLP is committed to providing a high quality service to all our clients. We take very seriously all expressions of dissatisfaction from our clients.

### **2. Reporting & Investigation Responsibilities**

- 2.1 Any expression of dissatisfaction should be addressed to the person handling your matter in the first instance. If you are a client, former client or in limited circumstances a prospective client of the firm and you not satisfied with their response, you may raise your concerns with Camille Miller at Cozen O'Connor, The Minster Building, Great Tower Street, London, EC3R 7AG, or by telephone on 0207 864 2000; e-mail address [cmiller@cozen.com](mailto:cmiller@cozen.com). If your concerns cannot be resolved informally, you may be asked to detail your concerns in writing, to avoid any misunderstanding. It would also help us, if you would let us know how you would like your concerns to be resolved.

### **3. Response Times**

- 3.1 We aim to acknowledge any expression of dissatisfaction within 5 working days of receipt, whereupon the name of the person responsible for handling your concerns will be confirmed. A full written response will be sent as soon as the matter has been investigated. If you would prefer to discuss the matter at a virtual meeting you should indicate as much and a virtual meeting will be arranged. If you wish, you may bring a friend or family member with you. In any event, we will aim to provide a full written response within 21 days of our acknowledgement of your concerns, or of any virtual meeting. If that is not possible, an interim response will be given explaining why it is not possible and when we expect our investigation to be completed and our written response finalised. If we accept your concerns in whole or in part we will offer appropriate redress. Please note that no charge is made for the time spent in investigating or responding to a complaint.

### **4. Unresolved Issues**

- 4.1 If you are not satisfied following our full written response to your concerns, you may request a review of our decision within 7 days thereof and we will aim to write to you again within 14 days of receiving your request, confirming our final position and explaining our reasons.
- 4.2 Our aim is to complete our investigation and any review within 8 weeks of our receipt of your expression of dissatisfaction.
- 4.3 If in the unusual event that we are unable to resolve your concerns to your satisfaction, within 8 weeks of receipt, you are able to refer your concerns to the Legal Ombudsman, who may be contacted at P O Box 6806, Wolverhampton WV1 9WJ. Normally, you must bring your

concerns to the Legal Ombudsman within six months of any final written response from us about your complaint. For further information you should contact the Legal Ombudsman by telephone on 0300 555 0333, by e-mail on [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or refer to [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

- 4.4 Alternative approved complaints bodies exist which are competent to deal with complaints about legal services, if we both agree. However, as you are able to use the service of the Legal Ombudsman which is free of charge to you, we will not agree to use any other scheme.
- 4.5 If you bought the service we provided to you online, the EU Regulation on Consumer Online Dispute Resolution (ODR) enables clients who have a complaint about a service that they bought online to submit a complaint to an ODR platform via an online form. Further information can be found at <http://ec.europa.eu/consumers/odr/>