

# *Sullivan & Cromwell MNP LLP*

## *Complaints Procedure*

### OUR COMPLAINTS POLICY

We are committed to providing a high-quality legal service to all our clients. In the unlikely event of something going wrong, we need you to tell us about it. This will allow us to address your issue and help us to continue to improve our standards.

### OUR COMPLAINTS PROCEDURE

If you have a complaint, please contact Craig Jones our Client Care Partner. You can contact him at: 1 New Fetter Lane, London EC4A 1AN, +44 (20) 7959 8488, [jonescra@sullcrom.com](mailto:jonescra@sullcrom.com).

Craig Jones will discuss your complaint with the partner in charge of the matter involved in your complaint.

### WHAT WILL HAPPEN NEXT?

1. We will send you a letter or e-mail acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our letter or e-mail promptly after we receive your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this promptly after receiving your complaint.
3. We will then start to investigate your complaint. In the first place, we will ask the partner in charge of the matter to send an initial reply to your complaint. However, before this is sent to you, we will examine his or her reply and the information in your complaint file. This may result in our asking the partner in charge for more information. We will need a reasonable time to complete this process, but will keep you fully informed of progress.
4. We will invite you to meet the partner in charge of the matter or, if you prefer, our Client Care Partner or, if he is unavailable, another senior partner nominated by him.

Soon after the meeting we will write to you to confirm what took place and any solution we have agreed with you.

If you do not want a meeting or a meeting is otherwise not possible, we will send you a detailed written reply to your complaint. This will include our suggestions for resolving the matter. This will happen as soon as practicable after we complete our investigation.

5. At this stage, if you are still not satisfied, you can contact us again. We will then arrange to review our decision. This will happen in one of the following ways:
  - we will arrange for a senior partner in the firm who has not been involved in your complaint or the process to date to review it;
  - Craig Jones, our Client Care Partner, will review your complaint and both the initial and detailed replies, and suggest alternative solutions; or
  - we will invite you to agree to independent mediation. We will let you know how long this process will take.

We would expect to resolve any problem to your satisfaction. If we do not do so within 8 weeks of you raising the complaint with us, you may be able to ask the Legal Ombudsman (“LeO”) to help you resolve your complaint. You can do so by telephone on 0300 555 0333, by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by post at PO Box 6806, Wolverhampton WV1 9WJ.

Normally, you will need to bring a complaint to the LeO within six months of our final response to your complaint, or within six years of the act or omission you are complaining about (or if outside of this period, within three years of when you should reasonably have been aware of it). Generally, the LeO deals with complaints relating to acts or omissions that happened after 5 October 2010. Further details are available on the website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk).

If your complaint relates to your bill, you may also be able to apply to court for an assessment of the bill under Part III of the Solicitors Act 1974.