

Vedder Price LLP Complaint Handling Procedures for SRA-Regulated Activities

Solicitors Regulation Authority (SRA) Transparency Rule 2.1 establishes the requirement for publication of a Complaints Procedure as follows:

An authorised body, or an individual practising in the circumstances set out in regulation 10.2(b)(i) to (vii) of the SRA Authorisation of Individuals Regulations, must publish on its website details of its complaints handling procedure including, details about how and when a complaint can be made to the Legal Ombudsman and to the SRA.

At Vedder Price, we pride ourselves on personalised client service. We treat every client and every matter with uncompromising dedication and personal attention. If you have a complaint as defined by the SRA (see www.sra.org.uk) and the [Legal Ombudsman Scheme Rules](#), we ask that in the first instance you address your complaint to the partner at Vedder Price LLP who handles your affairs.

Vedder Price Complaints Procedure

If your complaint is not resolved to your satisfaction by contacting the firm as indicated above, please contact Jonathan Maude, the firm's designated complaints partner by e-mail at jmaude@vedderprice.com or by post to Jonathan Maude, Vedder Price LLP, 4 Coleman Street, London, EC2R 5AR. We will acknowledge your complaint promptly (generally within five business days) in writing, and will include written details of our complaints handling procedures. Where we are able to provide a final response immediately, the acknowledgement may be combined with the final response. You will be kept informed of the progress of the investigation.

Within eight weeks of receipt of a complaint, we will either send:

- (i) a final response which upholds the complaint and, where appropriate, offers redress or rejects the complaint and gives reasons for doing so; or
- (ii) a response explaining that we are not in a position to make a final response, giving reasons for the delay and indicating when we expect to be able to provide a final response.

Our response detailed above will inform you that, if you are still not satisfied, you may be entitled to refer the matter to the Legal Ombudsman and will provide full contact details for the Legal Ombudsman and a warning that the complaint must be referred to the Legal Ombudsman within six months of the date of our written response.

The Legal Ombudsman and Court of Assessment

The Legal Ombudsman can be contacted by telephone at 0300 555 0333, by e-mail at enquiries@legalombudsman.org.uk or by writing to PO Box 6806, Wolverhampton, WV1 9WJ. Typically, the Legal Ombudsman will only consider complaints if you have first used our complaints procedure. Complaints to the Legal Ombudsman must normally be referred within six months of the date of our final written response in respect of the complaint, and complaints should be referred no later than six years from the act or omission which is the subject of the complaint or three years from when you should reasonably have known there was a cause for complaint. Please note that the Legal Ombudsman's service will only accept complaints from members of the public and certain small businesses, charities, clubs, associations and trusts. Further details on referral of complaints to the Legal Ombudsman can be found at <http://www.legalombudsman.org.uk>.

Complaints Regarding Bills

You may also have the right to apply to the court for an assessment of a bill under Part III of the Solicitors Act 1974. Please note that if all or part of a bill remains unpaid we may be entitled to charge interest. The Legal Ombudsman may not deal with a complaint about a bill if the client has applied to the court for assessment of that bill.

Referring Complaints to the SRA

In addition to the above, complaints about our behaviour can also be raised with the SRA. See <https://www.sra.org.uk/consumers/problems/report-solicitor.page> for further details.

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