

WEIL, GOTSHAL & MANGES (LONDON) LLP**CLIENT COMPLAINTS PROCEDURE****Our complaints policy**

We are committed to providing the highest quality legal service to all our clients. If you ever feel that we have fallen below this standard, you should not hesitate to inform us as soon as possible. This will ensure your questions and concerns are dealt with quickly and will also help us to improve the standard of our service to all clients. We take all complaints seriously and will always investigate them promptly and fairly.

If you have a complaint, please contact Michael Francies, the Managing Partner of the London office and our client care partner (the “**Client Care Partner**”). You can telephone him on 020 7903 1000 or write to him at 110 Fetter Lane, London, EC4A 1AY or at michael.francies@weil.com. Your complaint will then be dealt with in the following manner:

Our complaints procedure

- 1 Our overall aim is to resolve all complaints within an 8 week period, hopefully to your satisfaction. If your complaint is not resolved within this timeframe, you may have recourse to the Legal Ombudsman (see further details below).
- 2 We will record your complaint in our central register and open a file for your complaint. Within 2 working days of us receiving your complaint, we will send you a letter acknowledging your complaint. Our acknowledgement will ask you to confirm or explain, in writing, details of your complaint and suggest a timetable for resolving it. We will also give you the name of the person who will be dealing with your complaint.
- 3 Once we have received written details of your complaint, we will investigate the issues that you raise and let you know if we need more information from you. Our investigation may also involve one or more of the following steps:
 - (a) we may ask the partner in charge of your matter to reply to your complaint;
 - (b) we may invite you to meet the partner in charge of your matter to discuss and, hopefully, resolve your complaint;
 - (c) we may arrange for another partner in the firm to review and respond to your complaint; and/or
 - (d) we may invite you to agree to independent mediation to resolve the matter.
- 4 We will, in any event, write to you to let you know the outcome of our investigation. We will set out the reasons for our conclusions and provide details of how we propose to resolve your complaint.
- 5 We will not charge you for investigating or resolving your complaint, nor will we allow the complaints handling process to affect adversely any matter that we are continuing to deal with on your behalf.
- 6 If for any reason we are unable to resolve your complaint satisfactorily, you may be entitled (if you are an individual or small business, charity or trust) to refer it to the Legal Ombudsman. The Legal Ombudsman’s website has full details of who is able to use its services.

- 7** You have up to six months from receipt of our final written response (or up to six years from the act or omission about which you are complaining occurring, or if outside this period, within three years from when you should reasonably have become aware of it) to complain to the Legal Ombudsman. For further details of the applicable time limits, please refer to the Legal Ombudsman’s website at <http://www.legalombudsman.org.uk>.
- 8** The Legal Ombudsman may be contacted by telephone on 0300 555 0333 (from overseas, please call +44 121 245 3050); email: enquiries@legalombudsman.org.uk; address: PO Box 6806, Wolverhampton, WV1 9WJ.
- 9** The Legal Ombudsman may deal with your complaint directly or refer it to the Solicitors Regulation Authority (“SRA”) whose rules can be accessed at www.sra.org.uk. Weil, Gotshal & Manges (London) LLP is a limited liability partnership registered in England and Wales (registration number: OC400678) and is authorised and regulated by the SRA, with registration number 623206.
- 10** Alternatively, if your complaint remains unresolved and you do not wish to submit your complaint to the Legal Ombudsman, you may be able to submit your complaint via the European Commission’s ODR platform or to other bodies such as ADR Group (<http://www.adrgroup.co.uk/>) which may be competent to provide an alternative dispute resolution process relating to legal services.
- 11** If you object to any bill that we submit, you may also be entitled to apply to the court for it to be assessed under the Solicitors Act 1974.