

## Complaints Handling Procedure

### 1 Complaints Policy

- 1.1 At Fragomen, we are committed to providing a good legal service to all our clients and treating our clients fairly. If something goes wrong, we want you to tell us about it.

### 2 Complaints Procedure

- 2.1 If you are dissatisfied with the service you have received or would like us to review our advice, please write to the person who is dealing with your matter in the first instance.
- 2.2 If you feel that is not appropriate or if you are still dissatisfied, please contact the Managing Partner of Fragomen LLP, Nadine Goldfoot.
- 2.3 You can write to Nadine Goldfoot at Fragomen LLP, 1<sup>st</sup> Floor, 95 Gresham Street, London EC2V 7NA, or email her at [NGoldfoot@fragomen.com](mailto:NGoldfoot@fragomen.com) or telephone her on +44 (0) 20 7090 9100.
- 2.4 If your complaint is about Nadine Goldfoot, you can contact George Koureas at the same address and telephone number mentioned above or email him at [GKoureas@fragomen.com](mailto:GKoureas@fragomen.com).
- 2.5 Please set out as clearly as you can the nature of your complaint and how it has arisen.

### 3 Procedural Steps

- 3.1 Within three working days of receiving your complaint (i.e. excluding weekends and bank holidays), we will send you a letter acknowledging receipt of your complaint and, if necessary, asking you to confirm or explain the details of your complaint. We will also let you know the name of the person who will be dealing with your complaint.
- 3.2 We will record your complaint in our central register and open a file for your complaint.
- 3.3 We will examine the relevant file and if we need any information from you in order to investigate the complaint, we will request you to provide it.
- 3.4 If appropriate, we will suggest a meeting with you to discuss the complaint and, if possible, try to resolve it.
- 3.5 At the conclusion of our investigation, we will send you a letter setting out our findings. If the matter has been resolved by a meeting between you and the person dealing with your complaint, our letter will confirm to you what took place and any solutions we agreed with you.
- 3.6 Our aim will be to conclude our investigation within 20 working days of receiving the complaint or, if we need more time before we can conclude our investigation, we will write to you within that time to tell you of the likely timescale.

## 4 Review

- 4.1 If after we have concluded our investigation and written to you, you are still not satisfied, you can write to ask us to review our response. We will then review our response. We may suggest an external individual or body (for example the Local Law Society) to review our response.
- 4.2 We may (but are not required to) invite you to agree to independent mediation, in which case we will let you know what this process involves and how long it may be expected to take.
- 4.3 Once these steps have been carried out, we will write to you confirming our final position on your complaint and explain our reasoning. We would generally aim to do this and write to you within 15 working days of receiving your request to us to review our response to your complaint. If the review is going to take longer, for example because further investigation is required or because we are inviting you to a mediation, we will write to you within that time to tell you of the likely timescale.

## 5 Legal Ombudsman

- 5.1 If you are still not satisfied, you may be entitled to refer your complaint to the Legal Ombudsman, if you fall into one of the following categories: an individual, a small business, small charity, small club or trustee of a small trust, personal representative or beneficiary under a will; if in doubt whether you fall into one of those categories, you should contact the Legal Ombudsman.
- 5.2 Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final response from us about the complaint **or** within six years from the date of act/omission complained about **or** if outside of this time frame, within three years from when you should reasonably have been aware there was a cause for complaint.
- 5.3 If you would like more information about the Legal Ombudsman, please contact them using the below details:

Postal Address:	Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ
Email:	<a href="mailto:enquiries@legalombudsman.org.uk">enquiries@legalombudsman.org.uk</a>
Telephone:	0300 555 0333 (Monday to Friday between 10:00 - 16:00)
Website:	<a href="http://www.legalombudsman.org.uk">www.legalombudsman.org.uk</a>

## 6 Solicitors Regulation Authority

- 6.1 The Solicitors Regulation Authority can also help if you are concerned about our behaviour. Please visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

**Fragomen LLP (and Fragomen (GB) Limited)**

24 March 2022