

Complaints Procedure

Guidance for clients wishing to complain

June 2025

Our complaints policy

Dentons is committed to providing a top-quality service to all its clients. If something goes wrong, we hope you bring this to our attention. This will help us to improve the quality of service we provide.

Procedure - Making a complaint

If you have a complaint, including a complaint about our charges, please write by letter or email to the partner supervising the matter concerned, who will seek to deal with your complaint quickly. The name and contact details of the supervising partner can be found in our letter of engagement or in any other correspondence that you have received from us.

Alternatively, if you are not satisfied with the way in which the supervising partner has handled the complaint, you may write to or email one of our Complaints Partners/Handler. Our Complaints Handler for England is Jennifer Thomson of Dentons UK and Middle East LLP, 1 George Square, Glasgow G2 1AL or, in her absence, Complaints Partner, Richard Barham of Dentons UK and Middle East LLP, One Fleet Place, London, EC4M 7WS and for Scotland the Complaints Partner is Kirsti Olson, of Dentons UK and Middle East LLP, 9 Haymarket Square, Edinburgh EH3 8RY.

There is no set format for making a complaint. Our Complaints Partner/Handler will look into a complaint:

- where specifically asked to investigate the complaint; and
- if given enough detail in writing about the complaint, to make investigation and review of the specific facts practical.

Please note that if you merely copy in a Complaints Partner/Handler on emails or correspondence, they will not treat this as a formal complaint made under the complaints procedure and will not start the investigation process described below.

Investigation and substantive response

Once you have made a formal complaint to one of our Complaints Partners/Handler, they will contact you to acknowledge your letter or email. The Complaints Partner/Handler will normally pass a copy of your letter or email to the person or people in the Firm handling the matter to which the complaint relates. The Complaints Partner/Handler will ask them for an explanation of the matters you have complained about.

The Complaints Partner/Handler will review this explanation and then investigate further as they deem necessary. Our standard process is to deal with complaints in writing; however, in some circumstances we may meet to discuss the complaint. We aim to let you have a substantive reply in writing to your complaint as soon as practical. That reply might be from the Complaints Partner/Handler or from someone else at the Firm whom the Complaints Partner/Handler has identified as being better placed to help resolve the matter. If we are unable to give you a substantive response within 20 working days of the date on which the Complaints Partner/Handler acknowledged receipt of your complaint, we will contact you within that period to let you know when you may expect a substantive response.

If your complaint has not been resolved to your satisfaction within 40 working days of the date the complaint is received, we will inform you if our procedure has been exhausted and the complaint cannot be settled; of the name and website address of an alternative dispute resolution (ADR) approved body

which would be competent to deal with the complaint; and whether we agree to use the scheme operated by them for your complaint.

Alternative procedures

In special circumstances we may agree with you that variations to these procedures will apply on a particular complaint.

Legal Ombudsman, Solicitors Regulation Authority, Scottish Legal Complaints Commission and the Court

In England, if you are not satisfied with the way in which we have handled your complaint, you have the right to refer your complaint to the Legal Ombudsman at:

PO Box 6167, Slough, SL1 0EH
www.legalombudsman.org.uk
Enquiries@legalombudsman.org.uk
Helpline 0300 555 0333.

The Legal Ombudsman can investigate complaints up to one year from the date of the problem arising or within one year from the date when you found out about the problem or should have known there was cause for complaint. If you wish to refer your complaint to the Legal Ombudsman, this should be done within six months of the date of our final response to you regarding your complaint.

The Legal Ombudsman can investigate complaints up to one year from the date of the problem arising or within one year from the date when you found out about the problem or should have realised there was a cause for complaint. If you wish to refer your complaint to the Legal Ombudsman, this should be done within six months of the date of our final response to you regarding your complaint.

The Legal Ombudsman complaints service is also only available to certain types of client. Broadly, this means private individuals, very small businesses, charities, clubs (and associations and similar organisations managed by their members or committee) and trusts in the UK. Full details of such limitations are available from the Legal Ombudsman.

In England, if you are not satisfied with our response you can refer your complaint to the Solicitors Regulation Authority at The Cube, 199 Wharfside Street, Birmingham, B1 1RN, Telephone: 03706062555.

If your complaint relates to a bill, and you are in England, you also have the right to apply to the court for an assessment under Part III of the Solicitors Act 1974.

In Scotland, if you are not satisfied with the way in which we have handled your complaint, you have the right to refer your complaint to the Scottish Legal Complaints Commission (SLCC). This can be carried out online or in writing and should be brought to the attention of the SLCC within three years of the date the conduct or service complained of happened or within three years of the service ending. Full details are available from www.scottishlegalcomplaints.com or by writing to The Scottish Legal Complaints Commission, Capital Building, 12-13 St Andrew Square, Edinburgh, EH2 2AF.

In addition, if clients in Scotland are unhappy with their bill, you have the right to have your file audited by the Auditor of Court in a process called Taxation.

Contacts

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