



Cohen & Gresser (UK) LLP – Complaints Policy

2023

Our Complaints Policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint about our service or a bill that we have rendered or both, please contact the Partner who is handling your matter so that we can try to correct matters.

If you remain dissatisfied, please contact Daniel Mathias, the London Office Managing Partner and who can be reached at:

Cohen & Gresser (UK) LLP

2-4 King Street

London SW1Y 6QP

Email: dmathias@cohengresser.com

Telephone: +44 203 036 9402

If you raise a complaint by phone, we may ask you to confirm the details in writing. There is no cost to raising a complaint and you will not be charged for any complaint related work.

What will happen next?

1. We will aim to send you a letter acknowledging receipt of your complaint within 5 working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a Partner of the Firm who is not involved in your matter, and who will review your file and speak to the member of staff who acted for you.

3. The Firm will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be done within 28 days of sending you the acknowledgement letter.
4. Within 14 days of the meeting, the Firm will write to you to confirm the results of the Firm's investigation and any solutions that the Firm proposes to resolve your complaint.
5. If you do not want a meeting or it is not possible, please confirm this in writing, and the Firm will send you a detailed written reply to your complaint, including the Firm's suggestions for resolving the matter, within 28 days of your confirmation that you do not wish to attend a meeting to discuss your matter.
6. At this stage, if you are still not satisfied, you should contact us again in writing and we will arrange for the matter to be reviewed by our Firm's General Counsel (please note this individual is based in our New York Office).
7. We will write to you within 28 days of receiving your request for a further review, confirming our final position on your complaint and explaining our reasons.
8. If we have to change any of the timescales above, we will let you know and explain why.

Legal Regulation

If after our final outcome you are still not satisfied, you may be eligible to seek an independent review through the Legal Ombudsman at:

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Tel: +44 300 555 0333 or +44 121 245 3050

Email: enquiries@legalombudsman.org.uk

Please note the Legal Ombudsman can accept complaints from: members of the public who have a problem with their legal service provider (their definition covers most individuals); beneficiaries of an estate; charities and trusts (subject to a turnover limit of £1 million), and micro-enterprise (turnover of less than €2 million and 10 or fewer employees). These eligibility to complaint criteria are set by the Legal Ombudsman and not us).

Before accepting a complaint for investigation the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- No more than one year from the date of the act or omission being complained about;
or

- No more than one year from the date when you should have realised that there was cause for complaint;

and

- Within six months of receiving a final response to your complaint.

The Legal Ombudsman service is free of charge.

The Solicitors Regulation Authority does not deal with client service complaints, but may review with matters where their Principles, Standards or Regulations have been breached by firms that they regulate (whilst this is highly unlikely to apply to your matter, we are professionally obliged to inform you of their role). If the matter relates to poor service provided by a solicitor this should be referred to the Legal Ombudsman. Upon receipt of your complaint the Solicitors Regulation Authority aims to acknowledge it within ten to fifteen working days.

The Solicitors Regulation Authority can be contacted as follows:

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B1 1RN

Telephone: +44 370 606 2555
Email: contactcentre@sra.org.uk

Alternatively, you can find more information by visiting www.sra.org.uk.

Additional information

Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of Business.

Please note that any dissatisfaction with the amount of the fee we have charged you must be raised with us in writing within three months of the date of the bill.

There may also be a right for you to object to your bill by applying to the court for an assessment under Part III of the Solicitors Act 1974.

Conclusion

We take all feedback and any complaints very seriously and please be assured that we will make every effort to resolve any concerns promptly and effectively.

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