

COMPLAINTS POLICY

At Quist we are committed to providing the highest standard of legal service to our clients. If despite our best efforts you are unhappy with any aspect of our advice or services provided, we invite clients to inform us. This will allow us to improve our service. We aim to resolve complaints promptly and fairly in order to reach a satisfactory resolution.

HOW TO COMPLAIN?

If you wish to make a complaint please firstly contact the lawyer dealing with your matter. Their name and details will be in your engagement letter, which you received when you first instructed the firm or in subsequent communications. Please provide your complaint in writing. They will acknowledge the complaint, investigate your concerns, and provide a written response. They will be able to resolve most matters effectively and within a reasonable period of time.

WHAT WILL HAPPEN NEXT

If you are not satisfied with the initial response, the complaint can be escalated to the firm's Principal.

In the event a complaint is made against the Principal then Quist will arrange for another qualified lawyer (whether or not employed by Quist) of appropriate experience for the complaint to be escalated to.

After exhausting our internal complaints procedure, if you remained dissatisfied you may have the right to refer your complaint to the Legal Ombudsman or the Solicitors Regulation Authority ('SRA').

LEGAL OMBUDSMAN

The Legal Ombudsman is an independent organisation which deals with complaints about solicitors and other legal professionals. They can only consider complaints from a specific type of client.

Full details of the process are available from the Legal Ombudsman website (www.legalombudsman.org.uk) or can be obtained by calling 0300 555 0333 or emailing enquiries@legalombudsman.org.uk. The postal address is Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ.

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:

- i. within six months of receiving a final response to your complaint; **and**
- ii. no more than six years from the date of act/omission; or
- iii. no more than three years from when you should reasonably have known there was cause for complaint.



SRA

Alternatively, if you consider that we have breached a regulatory obligation, you may refer the matter directly to the SRA here:

<https://www.sra.org.uk/consumers/problems/report-solicitor/>. The postal address is Solicitors Regulation Authority The Cube 199 Wharfside Street Birmingham B1 1RN. You may also telephone them on 0370 606 2555 or email them at report@sra.org.uk.