



London Office Complaints Policy

Baker & McKenzie LLP ("**Baker McKenzie**", "us", "we") takes its professional responsibilities very seriously and is committed to providing the highest quality service to its clients and complying with its regulatory and ethical responsibilities to third parties. If you are at any time dissatisfied with the service you are receiving, would like to discuss with us how our service to you could be improved, or have any other concerns relating to our Firm, our complaints procedure is as follows:

Complaints by clients

1. If you wish to raise an issue, please contact the partner identified in your engagement letter in the first instance. You may also contact us by phone (Switchboard: +44 20 7919 1000), or by post (Baker & McKenzie LLP, 100 New Bridge Street, London EC4V 6JA).
2. We will work with you to try to resolve your complaint informally in the first instance. If we are unable to resolve the issue through an informal discussion, you may request that we instigate our formal complaint procedure by notifying the partner on your matter that you wish to issue a formal complaint or by emailing us at london.risk@bakermckenzie.com.
3. When you contact us to issue a formal complaint, please set out as much detail as you can regarding your complaint. It would be helpful if you can include:
 - a. your full name and contact details;
 - b. details of why you feel Baker McKenzie has failed to provide an appropriate service;
 - c. the partner identified in your engagement letter; and
 - d. your desired outcome of the complaint procedure.
4. Following receipt of a formal complaint, we will:
 - a. confirm in writing that we have received your complaint as soon as possible. We will identify the individual responsible for investigating your complaint and the likely timescale in which they will respond. Your complaint will be investigated by someone who has not been involved in the matter which you have complained about;
 - b. investigate your complaint and the circumstances giving rise to it as promptly as possible. If appropriate, you may be contacted and/or invited to attend a meeting to discuss the issue and try to reach a resolution; and
 - c. write to you after carrying out our investigation of the matter to confirm our response to your complaint. We aim to respond in full to all complaints in less than 8 weeks but we will keep you informed if we are not going to be able to meet that timescale.
5. If you remain dissatisfied following our response to your complaint, you can request that the response be reviewed by Jonathan Westwell, the London Office General Counsel. You may contact Jonathan by phone (Switchboard: +44 20 7919 1000), by email (jonathan.westwell@bakermckenzie.com) or by post (General Counsel, Baker & McKenzie LLP, 100 New Bridge Street, London EC4V 6JA).
6. At the conclusion of our investigation, we will also inform you if you have a right to complain to the Legal Ombudsman or the Solicitors Regulation Authority.

- a. The Legal Ombudsman is an independent, consumer focused ombudsman scheme set up to resolve service related complaints about lawyers in England and Wales. It provides a free complaints resolution service to members of the public, very small businesses, charities and trusts. Not all of our clients will be eligible to complain to the Legal Ombudsman, in particular larger businesses are unlikely to be eligible for this service. Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. A complaint to the Legal Ombudsman must normally be made six months from the date of conclusion from the Firm's complaints investigation and no more than six years from the date of the alleged act or omission; or no more than three years from when you should reasonably have known there was cause for complaint.

More information regarding the Legal Ombudsman and the services that it provides is available on its website (www.legalombudsman.org.uk) or you can contact the Legal Ombudsman by phone (0300 555 0333), by email (enquiries@legalombudsman.org.uk) or by post (The Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ).

- b. If your complaint relates to the professional conduct of Baker McKenzie or one of its employees or Partners or a breach of the Solicitors Regulation Authority's Principles, you can make a complaint to the Solicitors Regulation Authority ("**SRA**"). Further information is available on the SRA's website (<https://www.sra.org.uk/consumers/>) or you can contact the SRA by phone (0370 606 2555), by email (report@sra.org.uk) or by post (SRA Report, The Cube, 199 Wharfside Street, Birmingham, B1 1RN).

7. For the avoidance of doubt, we will not charge you for handling your complaint.

Other complaints

8. If you are not a client of the Firm, but consider for any reason that you have grounds to make a complaint, please contact Jonathan Westwell, our London Office General Counsel. You may contact Jonathan by phone (Tel: +44 20 7919 1000), by email (jonathan.westwell@bakermckenzie.com) or by post (General Counsel, Baker & McKenzie LLP, 100 New Bridge Street, London EC4V 6JA). The Firm will treat your complaint fairly, free of charge and respond within a reasonable timeframe.
9. This policy is issued in compliance with the SRA's Standards and Regulations 2019.

Last Reviewed: September 2020

