

WIKBORG REIN LLP

– Complaints Handling Procedure

Our Complaints Policy

The firm is committed to providing a high-quality legal service to all our clients. However, if at any point you become unhappy or concerned about the service Wikborg Rein LLP have provided, then you should inform us immediately, so that we can do our best to resolve the problem.

Our Complaints Procedure

If you have a complaint, please [contact us](#) with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within seven days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Complaints Handling Partner (currently Chris Grieveson) who will review your matter and speak to the Partner/fee earner who acted for you.
3. Depending on the nature of the complaint, the Complaints Handling Partner may invite you to a meeting to discuss and hopefully resolve your complaint, if it is considered that such a meeting is in the best interests of both parties, and will facilitate a resolution. If appropriate he will invite you to attend a meeting within 14 days of sending you the acknowledgement letter.
4. Should a meeting take place, then within seven days of the meeting, the Complaints Handling Partner will write to you to confirm what took place and any solutions he has agreed with you.
5. If a meeting is not considered appropriate then we will explain why we do not believe a meeting is necessary. In these circumstances we will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange to review the decision. Someone unconnected with the matter at the firm will review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why. You will not incur any fees for any time spent in dealing with your complaint.

Chris Grieveson

Partner