

## COMPLAINTS PROCEDURE

Grande Stevens International LLP is 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 maintain and improve our standards.

### Our complaints procedure

If you have a complaint, please contact our Managing Partner, Vincenzo Lanni, with the details.

### What will happen next?

1. We will send you a letter acknowledging your complaint, where necessary asking you to confirm or explain the details. We will tell you who will be dealing with your complaint and also provide you with the contact details for the Legal Ombudsman. You can expect to receive our letter within 5 working days of receiving your complaint.
2. We will open a file for your complaint and record it in our central register. We will do this within 2 working days of receiving your complaint.
3. Vincenzo Lanni will then investigate your complaint, which will normally involve examining your file and (if he did not act for you personally) speaking with the person who acted for you. He will do this within 10 working days.
4. If you would like to have a meeting to discuss and hopefully resolve your complaint, we will arrange this within 5 working days of your request. Within 3 working days of the meeting, Vincenzo Lanni will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting, or if it is not possible for any reason, Vincenzo Lanni will send you a detailed response to your complaint, including suggestions for resolving the matter.
6. At this stage, if you remain dissatisfied, you can let us know. We will arrange for our Chairman, Cristina Grande Stevens, to review the decision.
7. We will let you know the result of this review within 3 working days of its conclusion. At this stage, Vincenzo Lanni will write to you confirming our final position on your complaint (taking into account the views of our Chairman).
8. If you are still not satisfied with our decision at the conclusion of the complaints procedure you may refer the matter to the Legal Ombudsman.

The Legal Ombudsman expects complaints to be made to them within a year of the date of the act or omission about which you are concerned or within a year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

The contact details for the Legal Ombudsman are as follows:

|                   |  |
|-------------------|--|
| <b>address:</b>   | Legal Ombudsman, PO Box 6167, Slough SL1 0EH   |
| <b>website:</b>   | <a href="http://www.legalombudsman.org.uk">www.legalombudsman.org.uk</a>             |
| <b>telephone:</b> | 0300 555 0333 (between 9.00am and 5.00pm)  |
| <b>e-mail:</b>    | <a href="mailto:enquiries@legalombudsman.org.uk">enquiries@legalombudsman.org.uk</a> |

If we have to change any of the timescales above, we will let you know and explain why.

The Solicitors Regulation Authority can also help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing money or treating you unfairly because of your age, a disability or other characteristics. You can raise your concerns with the Solicitors Regulation Authority (please click [here](#) for details).

Making a complaint – to us, to the Solicitors Regulation Authority or to the Legal Ombudsman – will not affect how we handle your matter(s).