

Ropes & Gray International LLP

Complaints Handling Procedure

We appreciate the opportunity to serve as your lawyers and anticipate a productive and harmonious relationship. If, however, you become dissatisfied for any reason with our services, we encourage you to bring your concerns to the attention of your principal lawyer contact immediately. In our experience, most problems can and will be rectified through such communication. On our side, if we perceive any issues in connection with our work for you, we will discuss this with you.

We treat all complaints seriously and are committed to trying to resolve any issues you raise promptly and fairly using our complaints handling procedures, which are set out below and are issued in compliance with the Solicitors Regulation Authority's (the "SRA") Standards and Regulations 2019. We will make reasonable efforts to adhere to the timescales prescribed in our complaints handling procedures. If the circumstances of your complaint result in us requiring additional time to investigate or respond, we will let you know.

How we will handle your complaint

- Where you make a written complaint, we will send you a written acknowledgement (the "**Acknowledgement**") within three business days of receiving such complaint.
- An appropriate contact within the Firm (the "**Initial Contact**"), will review your complaint and will reach out to you if any further information is required. Upon receipt of any such further information and together with, if necessary, other partners, members of staff and/or relevant parties, the Initial Contact will conduct an initial investigation into your complaint (the "**Investigation**").
- The Initial Contact will communicate the outcome of the Investigation to you, in writing, within fourteen business days of the Acknowledgement.
- If you are not satisfied with the outcome of the Investigation you may request, in writing and within ten business days of receiving the outcome of the Investigation, that our Compliance Officer for Legal Practice (the "**COLP**") reviews your complaint (the "**Investigation Review Request**").
- Upon receipt of the Investigation Review Request the COLP, or someone acting on their behalf, will conduct a review of your complaint and of the Investigation and will communicate the outcome of that review (the "**COLP Review Outcome**") to you, in writing, within fourteen business days of receiving the Investigation Review Request.

Referring your complaint to the Legal Ombudsman (the "LeO")

- In the unlikely event that the outcome of the Investigation, or the COLP Review Outcome, does not satisfactorily resolve your complaint, you may be entitled to refer

your complaint to the LeO. If you decide to do so, this will not affect the way we manage your complaint.

- The LeO will first check that you have tried to resolve your complaint with us. Complaints to the LeO must, under normal circumstances, be made within six months of the COLP Review Outcome and **either** (a) no later than one year from the date of the matter that has given rise to your complaint; **or** (b) no later than one year from when you should reasonably have known there was cause for complaint.
- You can find further information on how to refer your complaint to the LeO on its website: www.legalombudsman.org.uk.

Referring your complaint to the SRA

- We are authorised and regulated by the SRA.
- In addition to the steps outlined above, you may raise any concerns about our professional conduct with the SRA. Further information is available on the SRA's website: www.sra.org.uk or you can contact the SRA by phone (0370 606 2555), by email (report@sra.org.uk) or by post (The SRA, The Cube, 199 Wharfside Street, Birmingham B1 1RN).

Complaints about your bill

- If you wish to make a complaint about your bill, you may apply to the court for an assessment under Part III of the Solicitor' Act 1974.
- Please note that we may be entitled to charge interest on any part of a bill that remains unpaid.