

COMPLAINTS HANDLING PROCEDURE

This is Scornik Gerstein LLP's Complaints Handling Procedure.

If you are a client of Scornik Gerstein LLP and this document has been provided to you, it means that you are not satisfied with the level of services provided by the firm and that you are seriously considering putting forward a formal complaint to the firm.

Please read this document carefully and do not hesitate in contacting your Client Care Partner (Mr. Antonio Arenas), should you have any query about it.

The firm takes a high pride in providing services of a high standard and we take matters, which could potentially damage our reputation, very seriously.

We would therefore appreciate your assistance in dealing with your complaint by following the procedure below detailed, as this will ultimately help us to improve the quality of our professional services.

If you feel that your complaint has not been dealt appropriately or should the outcome of the firm's complaint's procedure not be to your entire satisfaction, you may then contact the [Legal Ombudsman \(LEO\)](#) within 6 months from the date of our final decision. You may find details as to how to proceed further by contacting them via their web site <http://www.legalombudsman.org.uk/> telephone no.: 0300 555 0333, email: enquiries@legalombudsman.org.uk or by writing to them at: PO Box 6806, Wolverhampton, WV1 GWJ.

The Procedure

1. At all material times where any firm's fee earner, member or employee appreciates that a client is dissatisfied with the level of services provided, he or she shall inform that client about his/her right to complain and if so, provide that client with a copy of this document.

2. If the client wishes to proceed further with submitting a complaint, the client must put that complaint to his / her fee-earner in writing in the clearest possible way, pointing to the issues that considers have led him / her to complain.
3. Once the fee-earner receives the client's complaint, he / she shall inform Mr. Antonio Arenas immediately about the complaint and within 2 days provide him with a copy of the complaint received from the client, together with a complete explanation of all the circumstances according to the fee-earner's perception of the matter.
4. Mr. Antonio Arenas shall immediately open a special file for the complaint and register it in the firm's Complaints' Registry. He shall proceed within 3 days to inform the client that his / her complaint has been registered and that a complete investigation of the said complaint will be carried out according to this firm's complaints handling procedure.
5. Mr. Antonio Arenas shall complete the investigation and provide the client with the firm's full response to the client's complaint within 15 days. Should the case present complicated circumstances or require information from overseas countries, Mr. Antonio Arenas shall inform the client that a further period of 15 days to a maximum of 30 days would be required to conclude the investigation and provide the client with the firm's full response to his / her complaint.
6. The firm's response to the client's complaint will clearly set the firm's position in respect of the complaint, together with a proposal to put things right (e.g. a formal apology, a pecuniary compensation or a specific direction to be carried out by the firm without charge, etc...) where appropriate.
7. Should the client not be satisfied with the reply provided by the firm, he / she must then provide within 5 days in writing a reply to Mr. Antonio Arenas, specifying the reasons why he / she rejects the firm's decision.
8. Mr. Antonio Arenas will then consider the client's reply and will review the matter in depth, taking into account the explanations provided by the client and come back to the client with the firm's final decision within 15 days.

IMPORTANT NOTICE

If you do not agree with our final decision as per point 8 above, you must contact the [Legal Ombudsman \(LEO\)](#) within 6 months since the date we deliver our final response to you as otherwise you might lose your right for the LEO to consider your complaint.

London April 2018



SCORNIK GERSTEIN LLP

Registered in England and Wales. Registration no. OC368790. Registered office: 9-10 Staple Inn Buildings, 2nd Floor, Holborn, London WC1V 7QH
Authorised and Regulated by the Solicitors Regulation Authority (SRA no. 565232). A full list of members is available at the registered office.

20 associated offices in 15 countries. Please visit www.scornik.com for further details.