

London Office Complaints Procedure

Dorsey & Whitney (Europe) LLP – Complaints Procedure, London

We are committed to providing excellent service to our clients. We value our client relationships and would not wish to think that you have any reason to be unhappy with us. It is, therefore, important that you immediately raise any concerns that you do have with us. We would recommend that, in the first instance, you address your dissatisfaction to the principal contact on the matter. Alternatively, you may contact Fabrizio Carpanini (Carpanini.fabrizio@dorsey.com), Co-head of the London office.

In the extremely unlikely event that we are unable to resolve any issues to your satisfaction within a period of eight (8) weeks, you have the right to complain to the Legal Ombudsman.

The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint; and
- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please contact them.

Contact details

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 9.00 to 17.00.

Email: enquiries@legalombudsman.org.uk

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](#).

SRA number: 554640