

JENNER & BLOCK LONDON LLP
COMPLAINTS HANDLING POLICY

Our aim

We aim to deal promptly, fairly and effectively with any complaint a client may have about any aspect of our service.

Our complaints handling policy

We are 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 improve our service. There is no charge for the time taken to resolve a complaint.

How to complain

If you have a complaint, please give the details (by letter, email or telephone) to the partner with whom you feel you have the closest relationship. If you have not dealt directly with a partner, please contact the partner named in our engagement letter as the partner responsible for supervising your matter.

Where a quick resolution of your complaint is possible

It is possible that, after inquiry, the partner to whom you first submitted your complaint can quickly resolve it to your satisfaction, in which case he or she will identify for you the agreed manner of resolution.

We will send you a letter acknowledging receipt of your complaint, or the agreed resolution, within three business days of receiving it.

Where a quick resolution of your complaint is not possible

If, however, your complaint is not promptly resolved to your satisfaction, you should notify (by letter, email or telephone) the partner first contacted by you that you require your complaint to be elevated for investigation by another official of the Firm.

What will happen next?

1. Your complaint will be forwarded to Robert Dalling, who will:
 - (i) send you a letter acknowledging your request for a review of your complaint (the “Acknowledgement”) and enclosing a copy of this complaints handling policy within three business days; and
 - (ii) identify an appropriate person, which may be Mr. Dalling or another partner at the firm, unconnected with your matter to review your matter file and speak to the member of staff who acted for you.
2. The partner nominated to review your matter will then invite you to discuss and hopefully resolve your complaint. If the complaint is not resolved in one of the ways

resolved above, the firm will respond to your complaint in writing no later than eight weeks of the date that you make it, stating the firm's position regarding your complaint.

3. If for any reason you are still not satisfied, you may then contact the office of the Legal Ombudsman:

by letter at: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ

by telephone at: - callers from UK: 0300 555 0333

- callers from overseas: +44 121 245 3050

by email at: enquiries@legalombudsman.org.uk

The Legal Ombudsman may be prepared to investigate your complaint if you satisfy the relevant criteria. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

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