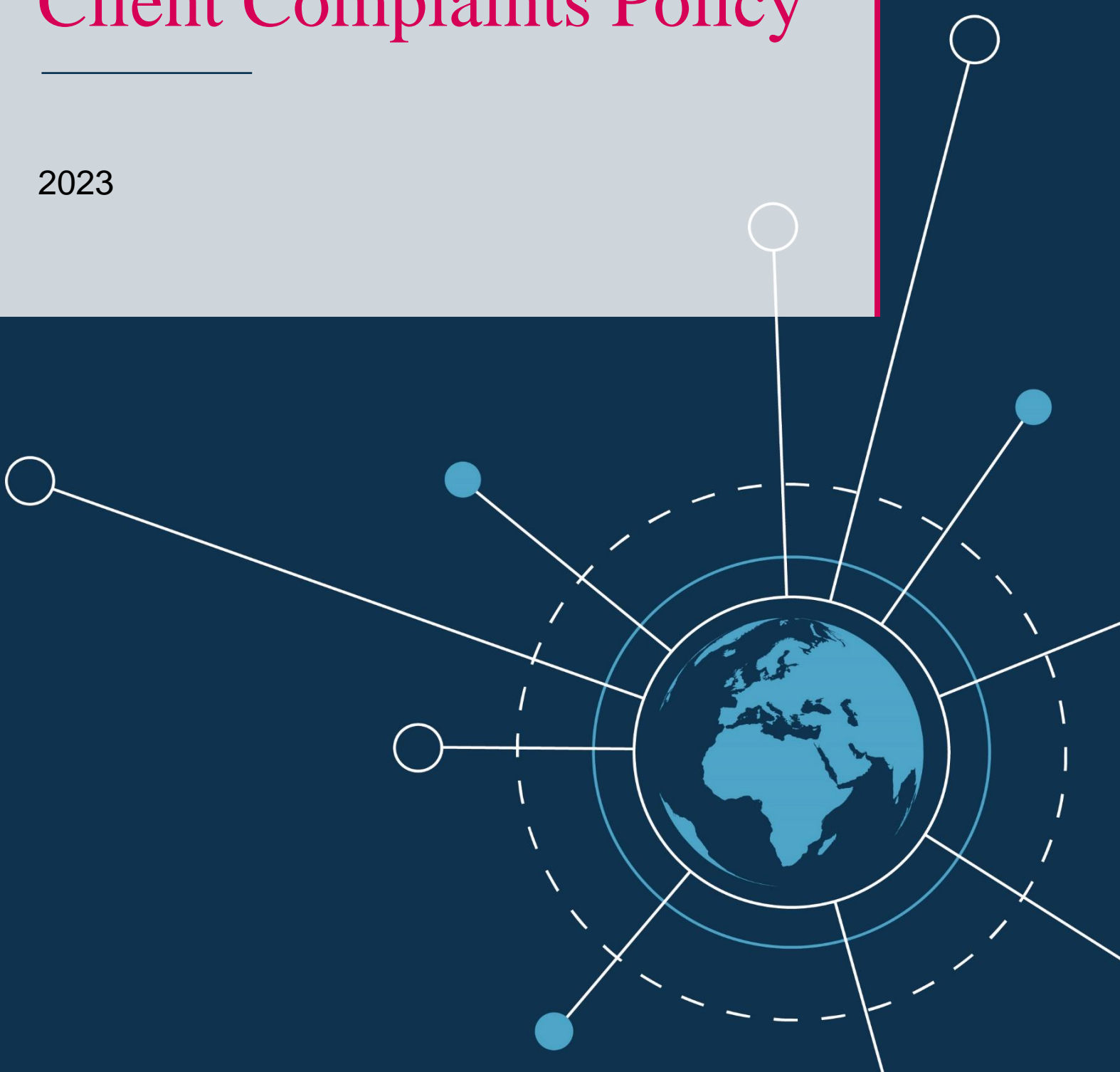


Client Complaints Policy

2023



Client Complaints Policy

DWF is committed to providing excellent service and we continually aim to be better, but we do recognise that sometimes things can go wrong, and our service may fall short of client expectations. When this happens, it is important to bring it to our attention as soon as possible so that we can investigate and resolve your complaint promptly and fairly.

Your feedback helps us to understand you better, which in turn supports our aim to continually adapt and improve our services to you.

There are two main stages to the DWF complaints process, which aims to resolve any issues swiftly and promptly for you.

STAGE 1

Please see the methods below in the event you wish to make a complaint, this will not affect your matter with us.

1. The letter of engagement or our first communication, as appropriate, contains the name and contact details of the person you can contact by email, letter or telephone.
2. You can also use our online complaint form here: [DWF Online Complaint Form](#)

Once we receive your complaint:

- This will be recorded and acknowledged within 1 working day
- You will be advised within 2 working days of the acknowledgement the name and status of the person who is investigating your complaint.
- The complaints investigator will review any immediate actions if they are needed and carry out a full investigation.
- We will aim to resolve your complaint within 20 working days and our findings will be communicated to you.
- We do hope that we will be able to reach a resolution for you within this time but if this is not possible due to the complexity of the complaint, we will inform you of the amended timescales.
- Following the investigation, you will receive our final response by your preferred method of contact. This will include details of the relevant independent body should you wish to escalate your complaint in the event you are dissatisfied with the outcome.

STAGE 2

We would hope our final response has resolved any issues you may have, however if you remain dissatisfied with our final decision, you can escalate your complaint to the relevant jurisdiction for your location detailed below. As we are a global organisation, our offices fall into different jurisdictions:

For England & Wales

Complaints must be made within 6 months of our final response and no later than 1 year from the date of the act or omission being complained about or when you have realised that there was cause for the complaint.

The Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone :0300 555 0333
Email: enquiries@legalombudsman.org.uk
Web: <http://www.legalombudsman.org.uk/>

For Scotland

Complaints must be made within 3 years after the date on which you were last provided with a service in connection with the legal work you are complaining about.

SLCC
The Stamp Office
10-14 Waterloo Place
Edinburgh
EH1 3EG
0131 201 2130
Email: enquiries@scottishlegalcomplaints.org.uk
Web: <https://www.scottishlegalcomplaints.org.uk/>

For Northern Ireland

Complaints must be made after 28 days have passed since you made the complaint. Once we have sent you a final response you must escalate your complaint within 6 months.

The Law Society of Northern Ireland
96 Victoria Street
Belfast
County Antrim
BT61 3GN
02890231614
Email: enquiry@lawsoc-ni.org

For Republic of Ireland

Complaints must be made within 3 years of the occurrence of the issue giving rise to the complaint

The Legal Services Regulatory Authority
PO Box 12906
Dublin 2
01 859 2911
Email: complaints@lsra.ie
Web: <https://www.lsra.ie/>

For Australia

Complaints must be made within 3 years of the conduct that is subject to complaint.

New South Wales

Office of the Legal Services Commissioner
(02) 9377 1800

olsc@justice.nsw.gov.au
<http://www.olsc.nsw.gov.au/>

Queensland

Legal Services Commission
(07) 3406 7749

lsc@lsc.qld.gov.au
<https://www.lsc.qld.gov.au/>

Victoria

Victorian Legal Services Board
(03) 9679 8001

Admin@lsbc.vic.gov.au
<http://lsbc.vic.gov.au/>

For Poland

Your complaint may be referred to the relevant Regional Bar association if you remain dissatisfied with our outcome.

For Dubai

Dubai Financial Services Authority

You can access the enquiry form here

<https://www.dfsa.ae/make-enquiry#complaints>

You can also submit a written complaint –

DFSA

Level 13

The Gate

PO Box 75850

Dubai UAE

For Germany

Your complaint may be referred to the competent local bar association if you remain dissatisfied with our outcome.



DWF is a leading global provider of integrated legal and business services.

Our Integrated Legal Management approach delivers greater efficiency, price certainty and transparency for our clients. All of this, without compromising on quality or service. We deliver integrated legal and business services on a global scale through our three offerings; Legal Services, Legal Operations and Business Services, across our eight key sectors. We seamlessly combine any number of our services to deliver bespoke solutions for our diverse clients.

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