

Hunton Andrews Kurth (UK) LLP (the Firm) - Complaints Procedure, London

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance, it may be helpful to contact the person who is working on your case to discuss your concerns and we will do our best to resolve any issues.

As an alternative, you can contact the London office Client Care Contact. Our current Client Care Contact is Ferdinand Calice. Ferdinand may be contacted by email at fcalice@hunton.com or by writing to Ferdinand Calice, Client Care Contact, Hunton Andrews Kurth (UK) LLP, 30 St Mary Axe, London EC3A 8EP England. We will endeavour to send you a letter acknowledging receipt of your communication within three days of receiving it.

You have certain rights if you disagree with any bill from the Firm. You have the right to have a bill assessed by the courts and must apply to the court before asking for a detailed assessment. You must do this within one month of getting your bill. If you do not, you can still apply within a year of getting the bill, but the court might ask you to pay part or all of what you owe upfront.

Making a complaint will not affect how we handle your case.

What to do if we cannot resolve your complaint

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They 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:

- one year from the date of the act or omission being complained about; or
- one year from the date when the complainant should have realised that there was cause for complaint.

and

- Within six months of receiving our final response to your 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 6167, Slough, SL1 0EH

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](https://www.sra.org.uk/).