



Non-Client Complaints Policy



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DWF is committed to providing excellent service and we continually aim to be better, but we do recognise that sometimes things can go wrong. We want you to discuss any feedback you may have with us.

There is no regulatory requirement to respond to a complaint from those who are not clients of DWF. However, we would like you to discuss your complaint with us in order for us to understand if we can make any improvements and if we deem it appropriate to put things right, we will do so.

We may suggest that you take legal advice in any response.

1. Your complaint will be acknowledged within 2 working days
2. This will be reviewed and if appropriate assigned to a complaints investigator
3. In our dealings with you we will have regard to the regulatory requirements or local law relating to the handling of a complaint raised by someone who is not our client
4. We will aim to provide a response within the timescales of 20 days if this is deemed appropriate
5. Where any regulatory requirements or local law applies to the handling of your complaint, you may be entitled to refer your complaint to the relevant regulator/ adjudicator



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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