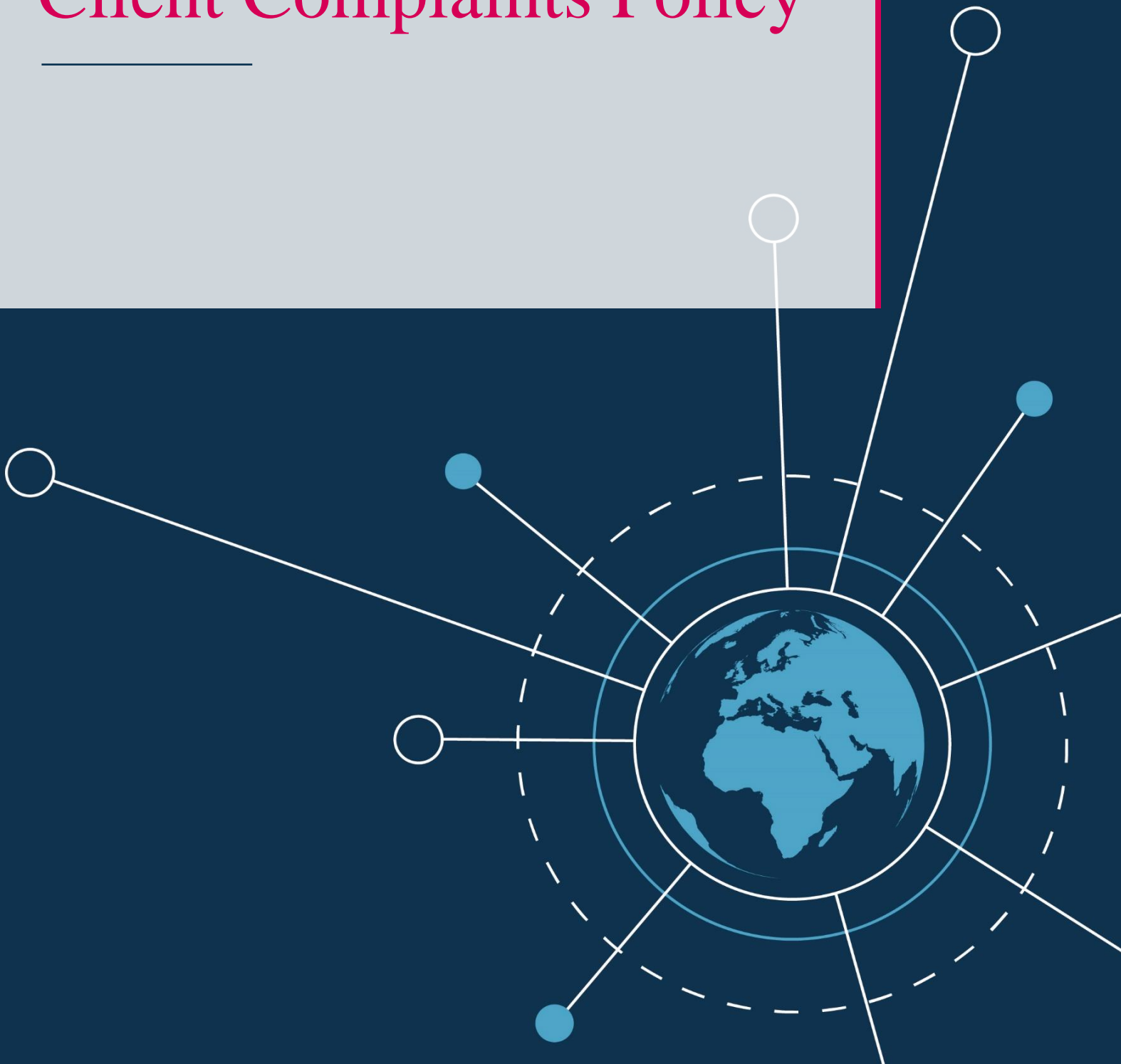


# Client Complaints Policy

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# 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, 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 issue 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 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](mailto:enquiries@legalombudsman.org.uk)  
Web: <http://www.legalombudsman.org.uk/>

### For Northern Ireland

### 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](mailto:complaints@lsra.ie)  
Web: <https://www.lsra.ie/>

Email: [enquiry@lsra.ie](mailto:enquiry@lsra.ie)

### 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 –  
DFSFA  
Level 13  
The Gate  
PO Box 75850  
Dubai UAE

### For Scotland

Complaints must be made within 3 years after the date on which you were last provided with a service of 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](mailto:enquiries@scottishlegalcomplaints.org.uk)  
Web: <https://www.scottishlegalcomplaints.org.uk/>

### For Germany

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

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](mailto:olsc@justice.nsw.gov.au)  
<http://www.olsc.nsw.gov.au/>

### Queensland

Legal Services Commission  
(07) 3406 7749  
[lsc@lsc.qld.gov.au](mailto:lsc@lsc.qld.gov.au)  
<https://www.lsc.qld.gov.au/>

### For Qatar

Your complaint may be referred to the Independent Adjudicator under the Customer Dispute Resolution Scheme. This is free of charge and you must apply within 3 months of receiving our final response.

You can apply using the CDRS e-form  
<https://www.qfcra.com/customer-dispute-resolution-scheme/>

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# 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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