



## Non Client Complaints Procedure (DWF in England and Wales)

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There is no regulatory requirement to respond to a complaint from those who are not clients. However, in our dealings with you we will behave with courtesy and respect and use plain language.

We will not take unfair advantage of you.

We may suggest that you take legal advice.

The person who will consider your complaint will, if they deem it appropriate in the circumstances, aim to acknowledge the complaint within two working days of receiving it and send this document to you.

That person will deal with the complaint as they deem appropriate having regard to the following:

- there is no duty in law or regulatory obligation upon DWF to respond to a complaint from someone who is not a client and DWF need not comment on the substance of a complaint;
- DWF will act in accordance with its professional obligations and regulatory requirements in dealing with any allegations of professional misconduct.

If you wish to allege misconduct you may refer your complaint to:

- Solicitors Regulation Authority (SRA)

Contact details:

The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Tel: 0370 606 2555

[www.sra.org.uk/contactus](http://www.sra.org.uk/contactus)