

Our complaints handling policy

1. INTRODUCTION

Mayer Brown International LLP is committed to providing a high quality legal service to all of its clients. We would like our clients to tell us when something has gone wrong because this feedback helps us maintain and improve our standards and ensure that the affairs of individual clients are properly dealt with.

Therefore, if you are unhappy with any aspect of our service or our bill please contact the partner responsible for your matter, your client partner or the Senior Partner of our London office to discuss your concerns.

2. HOW DO WE RESOLVE PROBLEMS BETWEEN US?

We try to resolve problems informally in the first instance. If you remain dissatisfied with any aspect of our service or our bill, or if your complaint is more serious, then we will investigate your complaint as explained below and do what we reasonably can to resolve the difficulties.

3. HOW DO WE INVESTIGATE A COMPLAINT?

- (a) We will acknowledge your complaint within three working days of its receipt. Our Head of Professional Risk & Compliance is responsible for investigating complaints.
- (b) We will endeavour to respond to your complaint within 28 days of our acknowledgement, but in any event within six weeks of your complaint. If we are unable to do so we will explain why and indicate when we anticipate being able to respond. We may invite you to meet with us if we think it will be helpful in understanding or resolving your complaint.

- (c) We hope that we will be able to resolve your complaint to your satisfaction. However, if you remain dissatisfied you can refer the matter to our Senior Partner for review. The Senior Partner will respond within 14 days with our final response.

As it is in everyone's interest to resolve problems quickly, we ask that you request such a review within 14 days of receiving our response.

4. LEGAL OMBUDSMAN

If you are not satisfied with our handling of your complaint you may be eligible to ask the Legal Ombudsman ("LeO") to consider the complaint. LeO is open to members of the public and small business, charities, clubs and trusts. LeO will only consider complaints referred to it on or after 1 February 2013 if the referral is made:

- (a) (i) six years from the date of the act or omission (assuming this is after 5 October 2010); or
(ii) three years from the date you should reasonably have known there were grounds for complaint (if the act or omission took place before 6 October 2010 or was more than six years ago). If you were or should reasonably have been aware of the grounds for complaint on or before 5 October 2010 then the matter cannot be referred; and
- (b) usually within six months of receiving our final response.

More information is available at LeO's website: www.legalombudsman.org.uk

LeO's contact details are:
The Legal Ombudsman, PO Box 6806
Wolverhampton WV1 9WJ
T: 0300 555 0333
E: enquiries@legalombudsman.org.uk

Mayer Brown International LLP