

## **COMPLAINTS HANDLING PROCEDURE**

### **Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. If you are dissatisfied with any aspect of our service, we would like you to tell us. We take complaints seriously and will investigate your concerns fairly and promptly. Your feedback helps us to improve our service and maintain the high standards we strive to achieve. Raising a concern or making a complaint will not affect the way in which we continue to act for you.

### **Our complaints procedure**

We encourage clients to raise any concerns regarding our service with the partner responsible for their matter as soon as possible after the issue arises. This enables us to review the matter and seek to resolve any concerns at an early stage.

If you wish to make a formal complaint, our complaints procedure is set out below. To assist us in investigating the matter effectively, complaints should normally be made within six months of the issue arising or within six months of you becoming aware of it. Complaints raised after this period may be more difficult to investigate due to the passage of time.

### **What will happen next?**

1. We will send you a letter acknowledging receipt of your complaint within three working days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will either involve the partner responsible for your matter investigating or referring it to an Investigating Partner, whose name you will be provided in our acknowledgement letter. The Investigating Partner will review your matter file and discuss the complaint with the member of staff who acted for you and the partner responsible for the matter.
3. The Investigating Partner will then invite you to a meeting to discuss your complaint and seek to resolve any concerns raised. We will aim to arrange this within 14 days of sending the acknowledgement letter. If we are unable to meet this timescale, we will notify you, explain the reasons and provide an updated timescale. The purpose of the meeting is to gain a fuller understanding of your concerns. The Investigating Partner may not be in a position to respond to detailed issues until further enquiries have been completed.
4. Within three working days of the meeting, the Investigating Partner will write to you to confirm what was discussed and any proposed resolution. If you do not wish to attend a meeting or it is not possible, the Investigating Partner will send you a detailed written response to your complaint, including any proposals for resolving the matter, within 21 days of sending you the acknowledgement letter. If we are unable to meet this timescale, we will notify you, explain the reasons and provide an updated timescale.
5. If you remain dissatisfied, you should contact us again and we will arrange for another partner or someone unconnected with the matter at the firm to review the complaint and the decision reached.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining the reasons for our decision.

7. If you remain dissatisfied following our final response, you may refer your complaint to the Legal Ombudsman ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)), PO Box 6167, Slough, SL1 0EH, telephone 0300 555 0333.

Any complaint to the Legal Ombudsman must usually be made within six months of our final written response to your complaint and no more than one year from the date of the act or omission being complained about, or one year from the date when you should reasonably have known there was cause for complaint.

Any complaints relating to the handling of your personal data, or any alleged breach of the UK General Data Protection Regulation (UK GDPR) or the Data Protection Act 2018, will be investigated by our Privacy Manager, Robert Smeath ([robert.smeath@nqpltd.com](mailto:robert.smeath@nqpltd.com)).

If you are not satisfied with our response to a data protection complaint, you have the right to lodge a complaint with the Information Commissioner's Office (ICO). Further information can be found at [www.ico.org.uk](http://www.ico.org.uk).

If we have to change any of the timescales above, we will let you know and explain why.

If your complaint is about a bill you have the right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

This procedure is available in alternative formats upon request.

New Quadrant Partners Limited  
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