



## COMPLAINT HANDLING PROCEDURE

- 1 Our aim is always to provide a quality service in a friendly manner applying the highest standards of professionalism and ethics. If despite our best efforts you wish to make a complaint about the service we have provided, then please let us know as soon as possible.
- 2 Before you do that, we recommend talking through your concerns with the Supervising Partner (whose name and contact details appear in the Engagement Letter) or with the relevant Practice Area Leader (whose name and contact details will be supplied at your request).
- 3 If they are unable to resolve the matter and you wish to make a formal complaint, please provide full details in writing (together with any relevant documents) to the Claims Partner (Richard Foss), or if the Claims Partner is not appropriate, or available, to the Chief Legal Officer (Claire Green). Contact details for each of them are published on our website.
- 4 We will acknowledge your complaint within five working days of receiving it. We will then investigate your concerns. We will contact you if we need more information to do that. If we think that a meeting at this stage would be helpful, we will invite you to meet with us to discuss and, we hope, resolve your concerns. If we do meet with you, after the meeting we will write to you confirming what took place and any solutions that we were able to find.
- 5 Where a meeting is not held, or is not appropriate, we will conclude our investigations and send our final response to you within eight weeks of us receiving your complaint. However, in exceptional circumstances we may need more time to respond, and if so, we will let you know.
- 6 If following receipt of our final response to your complaint you remain unsatisfied, you may refer your complaint to the Legal Ombudsman. You must refer your complaint to the Legal Ombudsman within six months of our final response to you. Also, any complaint to the Legal Ombudsman must be made no more than one year from the date of the act or omission being complained about, or no more than one year from the date when you should reasonably have known that there was a cause for complaint.
- 7 Information about the Legal Ombudsman (including who may submit a complaint, the types of complaint that will be considered, the timescales within which a complaint must be submitted, and the procedures that might be used if a complaint is accepted) is published on the Legal Ombudsman's website ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)). The Legal Ombudsman can be contacted by post (PO Box 6167, Slough SL1 0EH); email ([enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)); or telephone (0300 555 0333).
- 8 If a complaint relates to an invoice we have delivered, you may be entitled to apply to the court for an assessment of the invoice under Part III of the Solicitors Act 1974.
- 9 Our entitlement to seek to recover any outstanding fees and charge interest in respect of an unpaid invoice may not be affected by any complaint you make to the Legal Ombudsman or by any application you make to the court.
- 10 If your complaint concerns personal data, please refer to and use the separate complaints process which is described in the Privacy Notice published on our website.

## **Kingsley Napley LLP**

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