

# THIRD PARTY COMPLAINTS PROCEDURE

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All solicitors' firms must comply with a professional code of conduct and act always in accordance with a set of core principles. Accordingly, Addleshaw Goddard has a duty to act in the best interests of its clients and in doing so we may send correspondence and do things to which third parties object, while still acting within the law, proper procedure, and our professional code.

## WHO SHOULD I COMPLAIN TO?

If you are a third party and wish to make a complaint, the best way to resolve any issue will depend on the circumstances under which it arose.

In certain circumstances complaints about conduct are dealt with as part of the overall process which the parties are involved in, for example, the way we behave in court or tribunal proceedings is first and foremost a matter for that court or tribunal to rule upon.

If you wish to raise an issue directly with Addleshaw Goddard, please do so in writing and address it to the lawyer concerned or the supervising Matter Partner. Their names and contact details will be in the correspondence that you or your legal representatives will have received.

All contact is to be made in writing to ensure that we retain an accurate record of the issues you have raised and wish to have resolved.

## WHAT WILL ADDLESHAW GODDARD DO?

We will acknowledge your complaint in writing as soon as possible and set out a suggested timetable for our response. We normally aim to respond to you fully, within one calendar month of receiving your complaint.

If you are not satisfied with the initial response, the complaint can be escalated to the firm's Complaints Partner. The Complaints Partner will either:

- (a) review the substance of your complaint themselves; or
- (b) ask another partner to look into the matter.

In either case your complaint will be looked at afresh and we will work with you to understand any remaining concerns. We will aim to provide a final response within a month of the complaint being escalated.

## WHY CAN'T YOU WRITE TO ME?

Professional rules prevent solicitors from corresponding directly with a client of another solicitor about their own matter, without that solicitor's consent (save in exceptional circumstances). If you are legally represented then all issues should be directed through your legal representation.

## WHAT ARE MY LEGAL RIGHTS?

Nothing in this procedure takes precedence over or replaces any right that you have to bring a complaint or dispute that you may have against the firm under local law.

## OUR COMPLAINTS PARTNER CAN BE CONTACTED AT:

For our UK offices: [complaintspartner@addleshawgoddard.com](mailto:complaintspartner@addleshawgoddard.com)

For the non-UK offices: [complaintspartner@aglaw.com](mailto:complaintspartner@aglaw.com)