

KOBRE & KIM (UK) LLP COMPLAINTS PROCEDURE

1. INTRODUCTION

We are committed to providing a high quality legal service to all our clients. We try to make sure that clients do not have cause for complaint but when something does go wrong we need you to tell us about it. This enables us to address the matter and, where appropriate, offer a remedy.

The procedures set out below are intended to ensure that your complaint is received and managed efficiently.

2. WHAT TO DO IF YOU WISH TO MAKE A COMPLAINT

2.1 Initial Steps

If you have concerns about the service you have received please contact the partner with responsibility for your matter. The partner will try to resolve your concerns promptly and fairly.

2.2 If the matter cannot be resolved by the partner to your satisfaction or the complaint concerns that partner, please contact Richard Curtis, Assistant General Counsel (richard.curtis@kobrekim.co.uk) ("**AGC**").

2.3 Formal Procedure

2.3.1 The AGC will acknowledge your complaint in writing within five working days. That acknowledgement will set out our understanding of your complaint.

2.3.2 The AGC will then investigate your complaint - normally this involves one or more of the following steps:

- Reviewing the file and any associated documents for the matter to which the complaint relates.
- Speaking with those concerned within the firm and discussing the position with them.
- Seeking any further clarification which we need from you.
- If appropriate at this stage, suggesting a call with you to obtain details or to discuss the matter.

2.3.3 After the investigation is complete the AGC will write to you to report his findings and make proposals for resolving your complaint.

We will normally aim to write to you within 45 days of acknowledging your complaint. If, for any reason, we are unable to meet this timescale (for example because of lawyer absences or the need to obtain further information either from third parties or yourself) we will explain the reason for any delay and propose a revised date for the response.

2.3.4 If you are unhappy with the outcome of the AGC's review you may ask the Legal Ombudsman ("**LEO**") to become involved in your complaint.

3 THE LEGAL OMBUDSMAN

3.1 Please note that the time limit for referring a complaint to the LEO is within six months of receiving a final response to your complaint and:

- (i) no more than six years from the date of act/omission; or
- (ii) no more than three years from when you should reasonably have known there was cause for complaint.

Further information is on the LEO website or you can telephone them on 0300 555 0333. If you miss their time limit they may not be able to investigate your complaint.

3.2 Contact details for the LEO are as follows:

Address: PO Box 6806, Wolverhampton WV1 9WJ

Email: enquiries@legalombudsman.org.uk

Phone: (+44) (0)300 555 0333

Website: www.legalombudsman.org.uk

4. CONFIDENTIALITY

4.1 Your complaint will be treated confidentially and with respect. Knowledge of it will be kept confidential to the firm's management and to those directly involved in it.

4.2 Action that may need to be taken under staff disciplinary procedures as a result of a complaint will be handled confidentially within the firm.

4.3 We cannot rule out the need to make third parties outside the firm, such as our insurers, aware of your complaint. We will, of course, have full regard to any duties of confidentiality which we may owe to you and we will, therefore, let you know if we believe that disclosure to a third party is necessary, except in circumstances where, in our opinion, our legal and professional obligations prevent us from doing so.