

Complaints Procedure

We are committed to providing a high-quality legal service to all our clients. When you believe something has gone wrong, please tell us about it. This will help us to improve our standards.

If you feel you have any cause for complaint, please raise the problem initially with the partner responsible for your matter, who may quickly be able to resolve it to your entire satisfaction. If he/she is not able to do so, or if you would prefer not to discuss the issue with him/her, please refer the matter to our London Office Managing Partner, Neil Micklethwaite (email: nmicklethwaite@brownrudnick.com; tel: +44 (0)207 851 6086).

What will happen next?

1. After you contact Mr. Micklethwaite, we will send you a letter acknowledging receipt of your complaint and enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve Mr. Micklethwaite reviewing your matter file and speaking to the partner and other members of our staff who acted for you.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. Within five working days of the meeting, Mr. Micklethwaite will write to you to confirm what took place and any solutions he may have agreed with you.
4. If you do not want a meeting or if for some reason it is not possible, Mr. Micklethwaite will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, as soon as possible after completing his investigation.
5. It is our goal to finalise the investigation and respond in detail to your complaint within 30 working days of it being first referred to Mr. Micklethwaite.
6. If, following your receipt of Mr. Micklethwaite's response, you are still not satisfied, you should contact the Firm's CEO in Boston, Massachusetts, Joseph Ryan (+1 617 856 8200 or email jryan@brownrudnick.com). He will arrange for another partner, unconnected with the matter and Mr. Micklethwaite's investigation, to review Mr. Micklethwaite's response to your complaint and/or if appropriate, suggest an alternative such as review by an external solicitor or mediation. We will write to you within 20 working days of receiving your request for this review, confirming our final position on your complaint and explaining our reasons.
7. If we have to change the timescales described above, we will let you know and explain why.
8. If you are still not satisfied, you can contact:

The Legal Ombudsman
PO Box 6806,
Wolverhampton WV1
9WJ

about your complaint. Any complaint to the Legal Ombudsman must usually be made within six months of the date of our final written response on your complaint, but for further information, you should contact the Legal Ombudsman on 0300 555 0333 or at enquiries@legalombudsman.org.uk. Please note that the Legal Ombudsman service cannot be used by businesses or most other organisations unless they are below certain size limits. Further details are available from the Legal Ombudsman.

This procedure applies to clients of Brown Rudnick LLP, a limited liability partnership organised under the laws of England and Wales. It does not apply to clients that are solely clients of any of its affiliates, such as Brown Rudnick LLP, a limited liability partnership organised under the laws of the Commonwealth of Massachusetts.