

## Spencer West LLP

### Third Party Complaints Handling Procedure

#### Our Policy

We are committed to providing the very highest quality of legal service to all of our clients. As part of providing legal services to our clients, we will work alongside, as well as across from, third parties.

Although we are not under any obligation to investigate complaints from non-clients, we take all complaints about our conduct very seriously. Where possible, we will reply to complaints about our conduct. However, we may not be able to respond fully to your concerns due to the duties we owe to our clients.

#### How to make a complaint

If you are unhappy with any aspect of your dealings with Spencer West LLP, you can raise your concerns with the person who has had conduct of the matter concerning you. However, we understand that you may wish your concerns to be more formally investigated – particularly if your complaint relates to the person who has had conduct of the matter concerning you or you are unhappy with any response you have already received. If you want your complaint to be formally investigated, please set out your complaint in writing, including:

- your full name and contact details;
- details of where you feel Spencer West LLP failed to act appropriately;
- what you hope to achieve as a result of your complaint; and
- the file reference number connected to the conduct which has caused your complaint.

All complaints should be sent to: The Risk and Compliance Manager, Spencer West LLP, Longbow House, 20 Chiswell Street, London EC1Y 4TW OR email: [compliance@spencer-west.com](mailto:compliance@spencer-west.com).

#### What will happen next?

- We will send you a written acknowledgement of your complaint enclosing a copy of this policy.
- Responsibility for investigating your complaint will be assigned to the member of the firm best placed to carry out the investigation. He/she will normally review the file and speak to those who carried out the work.
- Once our investigation is complete, we will send you a reply to your complaint. If we anticipate a significant delay in sending a reply, we will update you and tell you when we expect to be able to write to you again.
- If you are unhappy with our findings, you may have a right to refer your complaint to the Solicitors Regulation Authority. Further details of the Solicitors Regulation Authority are set out below.

## Costs

We will not charge you for handling a complaint.

The Solicitors Regulation Authority service is also free of charge.

## The Solicitors Regulation Authority

If your concern relates to our conduct, you may wish to make a complaint to the Solicitors Regulation Authority. You can contact the Solicitors Regulation Authority:

- by post at SRA Report, The Cube, 199 Wharfside Street, Birmingham, B11RN or DX 720293 BIRMINGHAM 47;
- by telephone: 0370 606 2555; and
- by email: [reports@sra.org.uk](mailto:reports@sra.org.uk).