

CLYDE&CO

Non-Client Complaints Procedure

May 2023

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Non-Client Complaints Procedure (England and Wales)

Clyde & Co must comply with its professional obligations and act in accordance with the standards and regulations set out by its regulator, The Solicitors Regulation Authority.

Clyde & Co has a duty to act in the best interests of its clients. In doing so we recognise that from time to time third parties may object to the correspondence we may send and/or the actions we may take, even though they are within the law and in accordance with our professional obligations.

Who should you complain to?

If you are not a client of Clyde & Co and wish to make a complaint the best way to raise your concerns will depend on the issue and the circumstances under which it arose.

In some circumstances complaints you may have about how we handle a matter, for example in court proceedings, may best be dealt with by the court.

If you wish to raise an issue directly with Clyde & Co we ask that you do so **in writing and address it to the lawyer** dealing with the matter or the supervising matter partner. The name and contact details of those individuals should be in the correspondence that you or your legal representative have received. When you set out your complaint it would be helpful if you included:

- Your full name and contact details.
- The file reference number connected to the conduct which has caused your complaint.
- Details of where you feel Clyde & Co failed to act appropriately; and
- What you hope to achieve as a result of your complaint.

Responding to your complaint- what action will we take?

- We will make an initial assessment of the issues you have raised.
- We will acknowledge your complaint and confirm whether you should more appropriately raise your concerns in another way, for example within any court proceedings.
- If we consider a full response is required, we will say so and give you a timeframe within which you can expect our response which will usually be 28 days from the date of our acknowledgment. If we anticipate a significant delay in sending a reply, we will update you and tell you when we expect to be able to respond by.
- If we know that you are represented by a solicitor, we will ask you whether your solicitor is instructed to deal with the complaint. Professional rules prevent us from corresponding directly with the client of another solicitor.
- We will write to your solicitor and advise them that you have contacted us direct, in accordance with our professional obligations.

Costs

We will not charge you for handling a complaint.

What to do if you are unhappy with our behaviour.

The Solicitors Regulation Authority can help if you are concerned about our behaviour or if you are unhappy with our response you can refer your complaint to the SRA at:

Solicitors Regulation Authority
The Cube
199 Wharfside Street
Birmingham
B11RN
Telephone: 0370 606 2555

You can also visit their website to see how you can raise your concerns at [Solicitors Regulation Authority](#).

480

Partners

2,400

Lawyers

5,000

Total staff

3,200

Legal professionals

60+

Offices worldwide*

www.clydeco.com

*includes associated offices

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