

Complaints

We are committed to providing a high quality service in all respects. A complaint from a client is a matter of real concern to us and if a client has a complaint about our service we will do our best to resolve it. You will not be charged for us investigating your complaint.

We are determined to ensure that all complaints are sensitively, sensibly and satisfactorily resolved. If you are a client and you are dissatisfied with any aspect of our service (including our bill) we suggest that, in the first instance, you should raise this with the partner who has responsibility for the matter or, with your relationship partner, who will be happy to discuss your concerns with you.

If that does not resolve the issue to your satisfaction or you would prefer not to speak to the responsible partner, then you may contact our Chair, Farmida Bi (farmida.bi@nortonrosefulbright.com). A copy of our detailed complaints procedure is available [here](#).

If you remain dissatisfied following our final response, you may be entitled to ask the Legal Ombudsman of England and Wales to independently investigate your complaint if you are an individual, micro-enterprise, charity or trust, beneficiary of an estate or eligible club/association/organisation. You can contact the Legal Ombudsman by writing to: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH. Alternatively you can contact the Legal Ombudsman by phone (0300 555 0333), Minicom (0300 555 1777) or by email (enquiries@legalombudsman.org.uk). The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of our final response to you.

If your complaint is about your bill, then you have the right to apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. Please note that the Legal Ombudsman may decide not to consider any complaint which you have already referred to the court for assessment. If your complaint relates to the professional conduct of Norton Rose Fulbright LLP or one of our partners, solicitors or employees, you may contact the Solicitors Regulation Authority.

For further information, see www.sra.org.uk/consumers/problems/report-solicitor/.