

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 are an individual, micro enterprise, charity or trust and, following our final response, you remain dissatisfied, you may be entitled to ask the Legal Ombudsman of England and Wales to investigate your complaint. You can contact the Legal Ombudsman by writing to Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ, 0300 555 0333. Alternatively you can contact the Legal Ombudsman by phone (0300 555 0333) or by email (enquiries@legalombudsman.org.uk). In most circumstances, you will need to make a complaint to the Legal Ombudsman within 6 months of receiving a final response from us about your complaint

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/.