Branch Austin LLP Complaints Procedure

The firm is committed to providing a high standard of service to all our clients. However, if at any point you become unhappy or concerned about the service we have provided then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your matter to discuss your concerns as that person is often best placed to clarify and resolve any issues. We will do our best to resolve any issues at this stage.

However, if you feel uncomfortable in contact the person directly, or if you have done so and feel that the complaint has not been resolved, then please contact Tania Austin, our Compliance Officer for Legal Practice (ta@branchaustinmccormick.com) who will deal with the matter.

Please make your complaint to us **in writing** (whether by letter or email), with as much detail regarding the complaint as possible so that we can investigate properly. Please ensure that the letter or email is clearly marked "Complaint".

WHAT YOU CAN EXPECT

Your complaint will be acknowledged, at the latest, within 5 working days of receipt by the relevant person although we aim to do so in 2 working days.

Your complaint will be reviewed initially and if on that review we feel that it is suitable for early resolution under the Legal Ombudsman's 2026 Model Complaints Resolution Procedure (MCRP) we shall notify you of this and liaise with you to arrange a suitable and mutually convenient appointment to discuss. This will be an informal, quick engagement aimed at resolving concerns without a full investigation and we would aim to achieve this within 10 working days from contacting you to suggest early resolution. Once that has taken place we will confirm the agreed outcome with you in writing.

On our initial review we may consider that further information is required from you in order to decide whether early resolution or a full investigation is appropriate, and we will advise you as soon as possible. If we do not feel that your complaint is suitable for early resolution, we will advise you of this and confirm to you that our full investigation into your complaint is starting.

If we proceed with a full investigation, either directly or because early resolution has not been successful, we will provide you an update on progress within 10 working days. Some

Branch Austin McCormick LLP is a limited liability partnership registered in England and Wales with registered number OC434246. A list of members' names and addresses is available for inspection at the registered office, the address of which is shown above. The term "Partner" when used in relation to Branch Austin McCormick LLP refers to a member or consultant of the LLP. Branch Austin McCormick LLP is authorised and regulated by the Solicitors Regulation Authority (registration number 812138).

matters will be more complicated, others less and the timescale of investigation and resolution will differ in each case. If an investigation takes longer, updates will be provided at regular intervals.

The Legal Ombudsman's' website has resources to help you understand the process and that our procedures are aligned with guidance developed by the Legal Ombudsman. This link provides you with access to supporting information about the process:
Model Complaints Resolution Procedure | Legal Ombudsman

MAKING A COMPLAINT WILL NOT AFFECT HOW WE HANDLE YOUR MATTER.

Once our full investigation is concluded we will provide you with a written response to your complaint. You are entitled to respond to our findings if you have any query or are dissatisfied with our response. We will give such response our full consideration and endeavour to resolve any remaining issues.

WHAT TO DO TO IF WE CANNOT RESOLVE YOUR COMPLAINT.

Whilst we hope that we will have been able to resolve your complaint, if you remain dissatisfied, then the Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

You may take your complaint to the Legal Ombudsman If it has not been resolved to your satisfaction within eight weeks of it being made to us.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first.

If you have done so, then you must take your complaint to the Legal Ombudsman within six months of receiving a final response to your complaint; and

- no more than one year from the date of act/omissions complained of; or
- no more than one year from when you should reasonably have known there was cause for complaint.

Contact details:

Legal Ombudsman PO Box 6167 Slough SL1 0EH
Telephone 0300 555 0333 or if calling from overseas +44 121 245 3050
Email: enquiries@legalombudsman.org.uk

Website : www.legalombudsman.org.uk

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority. https://sra.org.uk

(BAM 2026. 3)