

## Complaints handling process

Patent Boutique is committed to providing a high-quality legal service to all its clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please contact us with the details.

What will happen next?

1. We will endeavour to send you a letter acknowledging receipt of your complaint within two days of receiving it, enclosing a copy of this procedure. We will fully document the complaint and our handling of it.
2. We will then investigate your complaint. This will normally involve us reviewing your matter file and considering all relevant actions undertaken.
3. If appropriate, we may then invite you to a meeting to discuss and hopefully resolve your complaint. We will endeavour to do so within 14 days of sending you an acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, we will endeavour to send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, we may offer you the opportunity to involve an independent mediator to assist with resolving the complaint. We will always advise you of your right to raise your concerns with the appropriate regulatory body (usually the Intellectual Property Regulation Board (IPReg) or the European Patent Institute (epi) for misconduct, the Legal Ombudsman for poor service) and we will assist you in contacting the relevant body and will cooperate fully in their investigation.
7. We will endeavour to complete our response within eight weeks. If after our investigation and response you are still not satisfied with the quality of service offered, the Legal Services Act has set up the Legal Ombudsman to deal with complaints of poor service. Ordinarily, a complainant must also refer a complaint to the Legal Ombudsman no later than six years from the relevant act/omission, or three years from when the complainant should reasonably have known there was cause for complaint, and within six months of the firm's response. We will confirm the relevant deadline in our

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response to a complaint made to us. Please note that the Legal Ombudsman generally handles complaints only by individuals, very small businesses, charities, trusts and clubs and associations. You can contact the Legal Ombudsman at:

Legal Ombudsman  
PO Box 6806,  
Wolverhampton,  
WV1 9WJ

by telephone on 0300 555 0333; via the website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) or by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

8. Alternatively, if the complaint concerns a matter of professional misconduct rather than poor service, if you remain dissatisfied you can contact the Intellectual Property Regulation Board (IPReg) at 5th Floor, The Outer Temple, 222-225 Strand, London WC2R 1BA about your complaint or in some cases (mainly complaints between professionals) the European Patent Institute (epi). Any complaint to the IPReg must usually be made within 12 months of the date of the professional misconduct alleged or your discovery of it, but for further information you should contact the IPReg on +44 (0)20 7353 4373, via their website [www.ipreg.org.uk](http://www.ipreg.org.uk) or by email to [ipreg@ipreg.org.uk](mailto:ipreg@ipreg.org.uk).