



Approved by the partners: 05/26 (next review: 05/27)
Complaints handling process (first-tier complaint)

This complaints handling process applies where you are making a first-tier complaint. A first-tier complaint is a complaint made by or for any one of the following:

- an individual;
- a business or enterprise that is a microenterprise (EU definition), i.e.: employs fewer than 10 persons and whose annual turnover and/or annual balance sheet total does not exceed 2 million EUR;
- a charity with an annual income net of tax of less than 1 million GBP;
- a club/association/organisation with an annual income net of tax of less than 1 million GBP, the affairs of which are managed by its members/a committee/a committee of its members;
- a trustee of a trust with an asset value of less than 1 million GBP;
- a personal representative or beneficiary of the estate of a person who, before they died, had not referred the complaint to the Legal Ombudsman.

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Patent Boutique LLP 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. You have the right to complain about our work and associated fees. Complaints will be dealt with promptly, fairly, and free of charge. You will not be disadvantaged by making a complaint. If you have a complaint, please contact the attorney dealing with your matter - once they understand that you are making a complaint, they will provide details to complaints@patent.boutique. You can alternatively directly email complaints@patent.boutique with the details.

What will happen next?

1. We will endeavour to send you a written communication acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this

PATENT BOUTIQUE LLP

10A PRINTING HOUSE YARD
HACKNEY ROAD
LONDON, E2 7PR
UNITED KINGDOM

INFO@PATENT.BOUTIQUE
WWW.PATENTBOUTIQUE.COM
+44(0)20 8242 4246



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complaints handling process; information about whom you may contact about your complaint; and a timeline for the resolution of your complaint. We might ask you for clarification, in order to better understand your complaint.

2. We will then objectively investigate your complaint. This will normally involve reviewing your matter and considering all relevant actions undertaken. Where possible this investigation will be carried out by a senior attorney having no prior involvement in your matter. If in accordance with the timeline previously provided (dependent upon the circumstances of your complaint and its complexity), you will receive regular clear updates in plain and appropriate language regarding the progress of your complaint.

3. We will then promptly share what we have investigated and the findings of the investigation in a detailed written response to your complaint. Our response will be clear and in plain and appropriate language. If our response includes an offer of a suitable remedy which you then accept, we will promptly comply with the remedy.

4. If we are unable to resolve your complaint, and you remain dissatisfied, we will provide you with a final written response to your complaint that makes it clear that we have come to the end of our complaints procedure.

5. We endeavour to resolve complaints as soon as possible, and in any event within eight weeks of their receipt. If after those eight weeks you remain dissatisfied, the Legal Ombudsman is available. Ordinarily, a complainant must refer a complaint to the Legal Ombudsman no later than one year from the relevant act/omission, or one year from when the complainant should reasonably have known there was cause for complaint, and within six months of the date of our final written response. We will confirm the relevant deadline in our final written response to your complaint. Our final written response to your complaint will also include that the Legal Ombudsman can be contacted:

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by post at Legal Ombudsman, PO Box 6167, Slough, SL1 0EH

by telephone on 0300 555 0333; via the website www.legalombudsman.org.uk or by email at enquiries@legalombudsman.org.uk

6. 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) (see <https://ipreg.org.uk/contact-us> and/or <https://ipreg.org.uk/if-things-go-wrong/making-complaint> for further details) or in some cases (mainly complaints between professionals) the European Patent Institute (epi) (see <https://patentepi.org/en/>). Our final written response will also advise you of your right to raise your concerns with these regulatory bodies.

7. If necessary we will assist you in contacting any of these regulatory bodies and will cooperate fully in any subsequent investigation.

8. This complaints handling process is available on request and is prominently displayed on our website. It will be provided in alternative formats if appropriate.

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