



Approved by the partners: 05/26 (next review: 05/27)  
Complaints handling process (not first-tier complaint)

This complaints handling process applies where you are **not** 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.

### **Complaints handling process (not a first-tier complaint)**

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](mailto:complaints@patent.boutique). You can alternatively directly email [complaints@patent.boutique](mailto: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



Approved by the partners: 05/26 (next review: 05/27)  
Complaints handling process (not first-tier complaint)

complaints handling process. 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.
3. We will then share what we have investigated and the findings of the investigation in a detailed written response to your complaint. Our response may include an offer of a suitable 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.
6. 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 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.

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