

BARKER BRETTELL LLP

COMPLAINTS PROCEDURE

These policies apply to employees of Barker Brettell LLP and its subsidiaries and affiliated entities, including Barker Brettell Services Limited. References within the policies to the “Firm” or “firm” or to “Barker Brettell” or “Barker Brettell LLP” or Barker Brettell Services Limited” shall, where the context permits, include Barker Brettell LLP, Barker Brettell Services Limited and other subsidiaries and affiliated entities of Barker Brettell LLP.

COMPLAINTS PROCEDURE

In respect of professional conduct, Barker Brettell LLP is regulated by The Intellectual Property Regulation Board, known as IPReg. In respect of standards of service Barker Brettell LLP is regulated by the Legal Ombudsman (in so far as complaints to the Legal Ombudsman are available to a client).

The aim of Barker Brettell's complaints procedure is to resolve matters as speedily as possible, with fairness and courtesy. If a matter cannot be resolved by the following, the matter may be referred to the regulators, IPReg for matters of professional conduct and the Legal Ombudsman for matters of standard of service.

An initial complaint should be raised with the attorney handling the relevant matter to determine the issues involved and to resolve, if possible, on an informal basis. Any complaint will be dealt with as soon as reasonably possible, depending on the complexity. A partner will be consulted before resolution is agreed, and the outcome communicated in writing to the client.

If the matter cannot be settled on this basis, it will be referred to the complaint handling partner. The partner handling the complaint will not be involved with the line management of the attorney handling the relevant matter but will be one of the most senior partners of Barker Brettell LLP. The complaint handling partner will consider the matter in full, as impartially as possible, and will respond in writing. Further information may be requested by the client or by Barker Brettell LLP.

A formal complaint should be received in writing, and we will aim to process this within 8 weeks of it being submitted.

Possible outcomes include agreeing that there is cause for a complaint and an apology or concluding that there is no cause for complaint.

If the matter remains unresolved, the matter may be referred by the client to IPReg in the first instance. IPReg will advise if the matter should in fact be dealt with by the Legal Ombudsman. If a complaint comes within the remit of both IPReg and the Legal Ombudsman, one will deal with the matter first and then pass to the other any remaining complaint.

IPReg is The Intellectual Property Regulation Board, and complaints should be addressed to

Chief Executive at The Intellectual Property Regulation Board,
20 Little Britain Road
London
EC1A 7DH

or via email for the attention of the Chief Executive to info@ipreg.org.uk.

Further information on The Legal Ombudsman may be found at www.legalombudsman.org.uk

An informal approach by The Chartered Institute of Patent Attorneys (CIPA) or The Chartered Institute of Trademark Attorneys (CITMA) often enables a satisfactory resolution. The Secretary of CIPA (telephone 020 7405 9450), or the President of

CITMA (telephone 020 7101 6090) can be contacted to discuss the issue and how they may be able to help to resolve the matter.

If you would prefer a hard copy of this policy, please request this as soon as possible and we will ensure it is posted to be received at the earliest opportunity.