

## Complaints

King & Spalding is committed to providing the highest quality of service to our clients. However, if you are a client and at any point you become dissatisfied with any aspect of the service provided to you, you should inform us immediately so that we can do our best to resolve the problem.

In the first instance, we would ask that you contact the partner responsible for the matter or your relationship partner, who will be happy to discuss the matter and resolve any problems with you.

If you are still dissatisfied, then you are entitled to make a formal complaint and invoke our complaints process. You can read our full complaints procedure [here](#).

If the matter is still not resolved at the conclusion of our complaints process, you may be entitled to ask the Legal Ombudsman of England and Wales to consider your complaint. 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, 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 six years from the date of act/omission; or no more than three years from when you should reasonably have known there was cause for complaint. If you would like more information about the Legal Ombudsman, please contact them. The contact details are:

www.legalombudsman.org.uk  
0300 555 0333 between 9am to 5pm.  
enquiries@legalombudsman.org.uk  
Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

Making a complaint will not affect how we handle your matter.

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](#).