

Raising queries or concerns with CMS Cameron McKenna Nabarro Olswang LLP

If you have any queries or cause for complaint about the services CMS Cameron McKenna Nabarro Olswang LLP provides to you, including our bill, please raise these in the first instance with your Matter Partner. If that does not resolve the problem to your satisfaction, or if you would prefer, please take the matter up with the Partnership's Senior Partner. We shall investigate your complaint promptly and carefully and do what we reasonably can to resolve the difficulties. We have a complaints procedure in place, which details how we handle complaints, a copy of which is available here. If you are a consumer or small business, you may also be entitled to refer any matter or complaint to the complaints and redress system operated by the independent Legal Ombudsman whose contact details can be obtained by using the link: <http://www.legalombudsman.org.uk>. Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint. If your complaint is in relation to our bill then there may also be a right to object to the bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974. The Legal Ombudsman may not consider a complaint about our bill if you have applied to the court for assessment of the bill. Please note that if all or part of our bill remains unpaid we reserve the right to charge interest.

If the advice relates to Scottish law or involves Scottish qualified practitioners, you also have the right to complain to the Scottish Legal Complaints Commission (SLCC). Contact details can be obtained by using the link: <http://www.scottishlegalcomplaints.com/>. The SLCC operates strict time limits. Generally, if you wish to complain about legal work which commenced, or conduct occurring, on or after 1 April 2017, you must submit a complaint to the SLCC within three years of the service ending or the conduct occurring. Where work commenced, or conduct occurred, before 1 April 2017, you must submit a complaint to the SLCC within one year of the service ending or the conduct occurring. In Scotland, if your complaint is in relation to our bill then you may also apply to have our bill independently assessed by the auditor of court. Please note that if all or part of our bill remains unpaid we reserve the right to charge interest.

The Solicitors Regulation Authority can help you if you are concerned about our conduct.