

Solicitors Regulation Authority—Transparency Rules Service Standards and Complaints

We are committed to providing the highest quality legal service and client care. Above all, our relationship with our clients must be based on trust, confidence and clear understanding.

Initial complaint to Chiomenti LLP

As a client, if you are at any time dissatisfied with any aspects of the service received from us or our charges, or would like to discuss with us any aspect of your engagement of us or how our service to you could be improved, you should contact the managing partner of our London office, Edoardo Canetta Rossi Palermo, who has overall responsibility for complaints, either in writing to our business address set out in the footer below or by e-mail to edoardo.canetta@chiomenti.net. We will treat all complaints seriously, and are committed to investigating any complaints promptly, fairly and free of charge. We will aim to respond to you initially acknowledging receipt of your complaint and enclosing a copy of this policy within two working days. We may need to seek further information from you in order to be able to deal with your complaint properly and may, if appropriate, invite you for a meeting or video or other call to discuss the issues. We shall aim to deal with any complaint as promptly as practicable and in any event within eight weeks of notification to us. We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint.

Possible intervention by the Legal Ombudsman

If you are not satisfied with the outcome of a complaint made to us, you may be able to ask the Legal Ombudsman to consider your complaint. The Legal Ombudsman will look at your complaint independently and it will not affect how we handle your matter. The Legal Ombudsman can be contacted by post at: PO Box 6167, Slough, England, SL1 0EH, or by telephone at: (from the UK) 0300 555 0333, or (from outside the UK) +44 121 245 3050, or by e-mail to: enquiries@legalombudsman.org.uk. Its website is: www.legalombudsman.org.uk.

The Legal Ombudsman will first check that you first sought to resolve the complaint with us, and then will only consider the complaint if, at the time you raised your complaint with us, you were:

- an individual;
- a micro-enterprise;
- a charity with net annual income of less than £1,000,000 (one million pounds sterling);
- a club, association or organisation whose affairs are managed by its members, a committee or a committee of its members with net annual income of less than £1,000,000 (one million pounds sterling); or
- a trustee of a trust that had an asset value of less than £1,000,000 (one million pounds sterling);
- a personal representative or beneficiary of the estate of a person who, before they died, had not referred the complaint to the Legal Ombudsman.

The Legal Ombudsman may dismiss your complaint if the circumstances do not have sufficient connection with England and Wales.

Subject to some limited exceptions, where you meet the conditions for intervention by the Legal Ombudsman, you will need to refer the complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint and no more than one year of the act or omission about which you are complaining occurring (or of when you should reasonably have known there was a cause for complaint).

Possible Court assessment of invoices

If your complaint relates to our invoice to you, you may also be able to apply to court for an assessment of the bill under Part III of the Solicitors Act 1974



CHIOMENTI LLP

Complaints to the SRA

We are authorized and regulated by the Solicitors Regulation Authority.

A copy of the SRA Standards and Regulations is available on the Solicitors Regulation Authority's website, www.sra.org.uk. This includes the SRA Principles, which embody the key ethical requirements on firms and individuals who are involved in the provision of authorized legal services. If you think we have breached any of the SRA Principles, you can report the matter directly to the Solicitors Regulation Authority (see www.sra.org.uk/consumers/problems/report-solicitor.page).