



# Complaint Procedure

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## **BAILEY WALSH & CO.LLP – Complaint Procedure**

We value our good relationship with our clients. However, we accept that from time to time, difficulties and misunderstandings may arise. If you have any complaint regarding our work or fees, you should feel free to discuss your concerns with the member of our professional staff dealing with your work.

If, after discussing your complaint with the staff member dealing with your work, you feel that the matter has not been adequately dealt with, please ask that person to refer you to the senior member of our firm appointed to handle client complaints. We aim to ensure that all complaints are dealt with promptly, fairly and free of charge. We aim to resolve any complaint within 8 weeks of the complaint having been made.

We will try and resolve any complaints in accordance with the “Best Practice Complaints Handling Guide” provided by the Legal Ombudsman (<https://www.legalombudsman.org.uk/for-legal-service-providers/learning-resources/good-complaints-handling/best-practice-complaint-handling-guide/>) and in accordance with our regulatory body – The Intellectual Property Regulation Board (IPREG).

If we cannot resolve the matter, we will explain why and, if you wish, you can contact the Legal Ombudsman who will consider your complaint and seek to resolve the issue. This is a free service. Information can be found at [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk). The contact telephone number is 0300 555 0333; email address: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk); postal address: PO Box 6167, Slough, SL1 0EH.

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Rotterdam House, 116 Quayside, **Newcastle upon Tyne**, NE1 3DY

Tower Court, Oakdale Road, Clifton Moor, **York**, YO30 4XL

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