

COMPLAINT HANDLING PROCEDURE

We want our clients to be pleased with our work; however, if your dissatisfied in any way then this procedure sets out how we handle any complaint received.

First of all, please let us know in writing, as soon as possible, if you wish to complain about us. You can contact us by email to info@handsomeip.com or by post to Handsome I.P. Ltd, 27-28 Monmouth Street, Bath, BA1 2AP.

As soon we receive it, we will log it in our system, contact you to confirm its receipt, and set-out how we propose to handle it. This will occur within 3 working days.

We will then investigate the complaint and write to you setting out our initial findings together with your subsequent options. This will occur within 21 working days of our receipt letter mentioned above.

If your complaint has not been handled to your satisfaction, we may offer the opportunity to involve an independent mediator to assist in resolving the complaint.

If after 8 weeks from your complaint you are not satisfied with the way we have dealt with it, then you have the right to contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH or by telephone on 0300 555 0333; or via the website www.legalombudsman.org.uk (email enquiries@legalombudsman.org.uk). It is our understanding that the Legal Ombudsman will only handle complaints from individuals, micro-enterprises, and charities.

Alternatively, if the complaint concerns a matter of professional misconduct, rather than poor service, and you remain dissatisfied after our handling of your complaint you may contact the Intellectual Property Regulation Board (IPReg) on 020 7353 4373, or via their website <https://ipreg.org.uk/if-things-go-wrong/making-complaint>.

We are committed to the monitoring of the volume and types of complaints received to identify any risks or issues that need to be addressed through training or adjustments of our practice.

Last updated: 04/26