

## Complaints Handling Procedure

**Moreland IP Limited** (the “firm”) and our attorneys are regulated by IPReg. Our clients have a number benefits that such regulation brings with it.

Our clients have the right to invoke our Complaints Handling Procedure and to complain to the [Legal Ombudsman's Office](#) ("LeO"). The LeO has issued a third edition of its [View of Good Costs Service guidance](#) which provides a number of case studies demonstrating how and in what circumstances complaints about costs and transparency have been upheld or refused. In accordance with IPReg's encouragement, we are mindful of this guidance in addition to IPReg's own [regulatory arrangements](#), [published guidance](#), and [complaints code-of-practice](#) and the best practice principles contained therein.

Upon receipt of a client complaint, our Complaints Handling Procedure will be implemented. Complaints should be made in writing and sent to: [mail@morelandip.com](mailto:mail@morelandip.com). Alternatively, complaints can be received at: **Moreland IP Limited, Libertas House, 1<sup>st</sup> Floor Reception, 39 St Vincent Place, Glasgow G1 2ER.**

The Complaints Handling Procedure will produce a resolution to the complaint within eight weeks from receipt of the complaint. The Procedure comprises the following stages:

1. A **first internal review** by a supervising attorney (Case Manager) responsible for the work of that client. Upon receiving the client complaint, receipt of the complaint will be acknowledged within **one week**. A reply will be provided to the client within **four weeks** of receipt of the complaint. The reply will set out a basis for resolution. The reply will also set out the options available to the client. Should the client not be satisfied with the reply to the complaint or the basis for resolution then the Procedure will progress to the next stage as a maintained-complaint.
2. A **second internal review** by a director attorney (Director of the firm). Upon receiving the client maintained-complaint, receipt of the maintained-complaint will be acknowledged within **one week**. A further reply will be provided to the client within **four weeks** of receipt of the maintained-complaint. The further reply will set out a basis for resolution. The further reply will also set out options available to the client.

Should the client not be satisfied with the further reply to the complaint or the basis for resolution, then the client may refer the complaint to [LeO](#). If the client chooses to progress with this option, then we will cooperate fully and in accordance with CIPA's and IPReg's requirements. LeO's scheme rules ordinarily require that a client gives the firm the opportunity to resolve a complaint under the Complaints Handling Procedure. However, if this has not been completed within eight weeks, the client can then choose to refer the matter to Leo if the client so wishes. The eight-week time limit applies only if the firm's written response to a complaint includes prominently:

- i. an explanation that the Legal Ombudsman is available if the client remained dissatisfied;
- ii. full contact details for the Legal Ombudsman are provided; and

- iii. a warning that the client must be referred to the Legal Ombudsman within six months of the date of the written response.

If (but only if) the conditions in (i)-(iii) are satisfied, a client must ordinarily refer the complaint to the Legal Ombudsman within six months of the date of that written response. Ordinarily, the client must refer the complaint to the Legal Ombudsman no later than:

- one year from the act/omission; or
- one year from when the client should reasonably have known there was cause for complaint.

The contact details for [LeO](#) are:

Address: Legal Ombudsman, PO Box 6168, Slough, SL1 OEL

Tel: 0300 555 0333

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)