

A&O SHEARMAN COMPLAINTS PROCEDURE

A&O Shearman aims to provide a high quality service to each of its clients. However, if you, as a client, are not satisfied with our services, you are entitled to complain. In the first instance, you should contact the partner responsible for the supervision of the matter in question (the **matter partner**) or, if you would prefer to contact another partner, your normal relationship partner. The matter partner and/or your relationship partner will be your point of contact during the complaints investigation process.

We will respond promptly and professionally to any complaint, in accordance with the following procedure.

COMPLAINTS PROCEDURE

1. If your discussions with the matter partner and/or relationship partner do not resolve the matter to your satisfaction, you will be invited to put the complaint in writing, addressed to the local Senior Partner, Sigrid Jansen, giving reasons for dissatisfaction in as much detail as possible.
2. On receipt of the written complaint, the complaints commissioner at A&O Shearman will investigate the complaint thoroughly and respond within 14 days. We will either give our substantive response or, if that is not practicable, we will give our expected timetable for doing so.
3. If the problem can be resolved, the matter partner and/or the relationship partner will consider whether there are any appropriate remedies available to you and you will be advised of these.
4. If:
 - (a) the problem cannot be resolved and the applicable professional rules of conduct require A&O Shearman to do so; or
 - (b) you request at any time,you will be advised of your right, if you have one, to complain to the relevant regulatory/professional body, if any, in the jurisdiction of the relevant A&O Shearman office.

You will not be charged for our handling of your complaint.