

**Laurence Brown Media Limited**  
**Complaints Handling Procedure**

**Our complaints policy**

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

**Our complaints procedure**

If you have a complaint, please contact us with the details.

**What will happen next**

1. We will send you an email acknowledging receipt of your complaint within three days of us receiving the complaint, attaching a copy of this procedure.
2. Laurence Brown will then investigate your complaint.
3. Laurence will then telephone you or, if you prefer, invite you to a video meeting to discuss, and hopefully resolve, your complaint. He will do this within fourteen days of sending you the acknowledgement email referred to above.
4. Within three days of the call or video meeting (as applicable, per above), Laurence will email you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a telephone call or video meeting or it is not possible in the circumstances/timeframe, Laurence will send you a detailed email reply to your complaint, including his suggestions for resolving the matter, within twenty-one days of sending you the acknowledgement email referred to above.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent London sole practitioner entertainment lawyer to review your complaint and the suggestions provided by Laurence for resolving it.
7. We will email you within fourteen days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If at the conclusion of our complaints procedure you are still not satisfied with our handling of your complaint you may be able to ask the Legal Ombudsman (which has been established by the Office for Legal Complaints) to consider the complaint. The Legal Ombudsman's website is [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) and the Ombudsman may be contacted on tel 0300 555 0333 or by email to [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or by writing to PO Box 15870, Birmingham B30 9EB. Normally, if you are eligible to bring a complaint to the Legal Ombudsman (not all categories of client are eligible under the Ombudsman Scheme Rules), you would need to do so within six months of receiving a final written response from us about your complaint.
9. If we have to change any of the timescales above, we will let you know and explain why.