

stobbs

Intangible Asset
Management

Complaints Policy and Procedure



Contents

A complaint is? 2

What to expect from us when handling complaints 3

Confidentiality 3

How to make your complaint 4

Contacting us 4



Stobbs IP Ltd is committed to providing high quality advice and service to all clients. To enable Stobbs to do this we need you to tell us when we get things wrong. We want to resolve your complaint as quickly as possible and improve from it so that we can learn from and continuously improve our service.

A complaint is?

A complaint is an expression of dissatisfaction, this could be justified or not.

Our policy covers the following complaints:

- Standard of service that you expect from Stobbs
- Behaviour of our staff in delivering and presenting the service
- Actions or lack of action by staff or those working on behalf of Stobbs

We refer to these complaints as 'service complaints'.

Our complaints policy does not cover:

- Comments on our policies and policy decisions
- Dissatisfaction or complaints with regard to our policies
- Fully investigated complaints through this complaints procedure
- Anonymous complaints

We refer to these type of complaints/comments as 'non-service complaints'. These will be dealt with differently.



What to expect from us when handling your complaint?

- We can receive complaints by letter or email, if this is not an option for you reasonable adjustments can be made. All complaints will be treated in confidence and seriously.
- Complaints will be acknowledged within 5 working days and a full investigated reply within 20 working days. We can only respond to complaints whereby we have a return email address/postal address. If your complaint is more complex and may need further investigations, we will endeavour to reply within 20 working days, but maybe longer and you will be kept fully informed of the progress.
- All complaints will be treated fairly.

Where a third party is helping a complainant with a complaint, we would require written consent to that effect.

Our Procedure

Complaints will initially be referred to the senior attorney in the group which is responsible for you as a client who will conduct an investigation and provide the fully investigated reply.

If you are not satisfied with that reply, your complaint will be referred to our internal Compliance Team for review and a further response sent to you.

Confidentiality?

All complaints received will be dealt with confidentially and in accordance with GDPR, unless there is a need to disclose information as requested by statutory authorities.



How to make your complaint?

We will only acknowledge complaints made by letter or email, or if you are disabled and require reasonable adjustment, you can contact us by:

- Telephone (a member of staff will help you by taking note of your complaint)
- Fax
- Requesting the help of a member of staff in writing your complaint for you

Full contact details are listed below in the 'Contact us' section.

Contacting us?

All complaints and comments to be reviewed under our complaints procedure should be sent to:

Post: Stobbs IP Ltd
Building 1000
Cambridge Research Park
Cambridge
CB24 9PD

Email: info@stobbsip.com

If you are unable to submit your complaint in writing as above and require reasonable adjustment (as above) you may contact us as follows:

Telephone: 01223 435240

Fax: 01223 425258

