

Complaints Handling Procedure

Our Policy:

At Spencer West CLP, we are committed to providing the highest quality legal services to all our clients. However, if something goes wrong, we encourage you to inform us so that we can address your concerns and resolve the matter to your satisfaction.

How to Make a Complaint:

If you are dissatisfied with any aspect of the service, you have received or the costs charged, you may raise your concerns immediately with the person handling your matter, your client partner, or any member of your client service team. Their contact details were provided when you first instructed us.

If you would like your complaint to be formally investigated, especially if it concerns your client partner or you are not satisfied with a previous response, please submit your complaint in writing, including:

- Your full name and contact details.
- A description of where you believe Spencer West CLP has failed to act appropriately.
- Your desired resolution to the complaint; and
- The file reference number associated with the issue.

All complaints should be directed to:

The Risk and Compliance Manager

Spencer West CLP

Eldeco Centre, Malviya Nagar, Delhi 110017

Email: compliance@spencerwest-clp.com

Complaints About Costs:

If your complaint concerns the conduct of an advocate, you have the right to file a complaint with the Bar Council of India. The procedure for complaints against advocates can be found at: www.barcouncilofindia.org

What Will Happen Next?

1. We will acknowledge your complaint in writing within five working days of receipt, enclosing a copy of this policy.
2. A designated member of the firm will be assigned to investigate your complaint. This typically involves reviewing the relevant file and consulting the individuals who handled your matter.
3. If necessary, you may be invited to a meeting to discuss and resolve your complaint. If a meeting is proposed, you will be contacted within 14 days of the acknowledgment letter.
4. If a meeting takes place, we will confirm the details of the discussion and any agreed-upon solutions within three days.
5. Upon completing our investigation, we will send you a detailed response, outlining any proposed resolutions. We aim to provide this response within 21 days of the acknowledgment letter. If we need more time, we will update you on our progress and expected response time.
6. If you remain dissatisfied with our findings, you may have the right to refer your complaint to the Bar Council of India or the appropriate court.

Costs:

We do not charge for handling complaints. However, please note that if a bill remains unpaid, we may be entitled to charge interest on any outstanding amount.

For further information on the Bar Council of India's complaint procedure, visit: www.barcouncilofindia.org