

Complaints Procedure

Our commitment

We are committed to providing a high standard of service. If you are unhappy with any aspect of our service, we welcome the opportunity to address your concerns promptly and fairly.

How to make a complaint

You can raise a complaint with us by:

- Email: CSOO@withersrogers.com
- Post: 2 London Bridge, London, SE1 9RA
- Speaking to your usual contact

Please provide as much detail as possible about your concern so we can investigate it effectively.

Language

Complaints may be submitted in English, German or French. We will normally respond in the language in which the complaint is made, unless otherwise agreed.

What will happen next

1. Acknowledgement

We will acknowledge your complaint promptly in writing, usually within **three working days**, and provide details of the person handling your complaint.

2. Investigation

We will:

- review the matter carefully and objectively
- gather any relevant information
- keep you informed of progress where appropriate

Where possible, your complaint will be handled by someone not directly involved in your matter. The CSOO is appointed to manage the firm's complaints process and will deal with any potential conflicts of interest. If the complaint concerns the CSOO, the matter will be handled by the firm's Chair. All complaints will be handled in accordance with applicable professional secrecy obligations and data protection requirements.

3. Outcome

We will provide a written response explaining:

- our findings
- our decision
- any steps we will take to resolve the issue



We aim to resolve complaints **as quickly as possible, and within eight weeks at the latest**, unless agreed otherwise. Please note that this is an internal service target for all complaints raised rather than a legal requirement.

4. If you are not satisfied

If you remain unhappy with our final response, you may have the right to refer your complaint to an appropriate external body, including the Legal Ombudsman (UK), the German Chamber of Patent Attorneys (Patentanwaltskammer), the competent German Bar Association (Rechtsanwaltskammer), or the French National Company of Industrial Property Counsel (Compagnie Nationale des Conseils en Propriété Industrielle - CNCPI), where applicable.

We will provide details of any relevant external review or regulatory options if they become applicable. Nothing in this procedure affects any legal rights you may have.

Our Approach

We will:

- handle your complaint **fairly, objectively, and without delay**
- communicate clearly and in plain language
- ensure you are not disadvantaged for raising a complaint

Accessibility

If you need this information in a different format or require any assistance in making a complaint, please let us know. We will be happy to help.

Continuous Improvement

We take complaints seriously and use feedback to improve our services.