

## **Complaints Handling Policy**

This is our policy for dealing with complaints made against the business.

1. 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.

### **2. Making A Complaint**

2.1. If you have a complaint, please contact a Director of the firm with the details.  
The Directors are:

- Dr John Collins – [jcollins@creationip.com](mailto:jcollins@creationip.com) - 07411 783108
- Bryn Williams – [bwilliams@creationip.com](mailto:bwilliams@creationip.com) – 07977 469089

### **3. Our Preferred Approach**

4. Our preferred approach to dealing with complaints is set out below:
  - 4.1. We will endeavour to send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure. We will fully document the complaint and our handling of it.
  - 4.2. We will then investigate your complaint.
  - 4.3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will endeavour to do so within 14 days of sending you the acknowledgement letter.
  - 4.4. Within three days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. If you do not want a meeting or it is not possible, we will endeavour to send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, we may also offer you the opportunity to involve an independent mediator to assist with resolving the complaint. We will always advise of you right to raise your concerns with the appropriate regulatory body (usually the Intellectual Property Regulation Board (IPREG) or the European Patent Institute (epi) for misconduct, the Legal Ombudsman for poor service) and we will assist you in contacting the relevant body and will cooperate fully in their investigation.

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### 7. Further Steps You Can Take

8. If, after our investigation and response, you are still not satisfied with the quality of service offered, The Legal Services Act has set up the Legal Ombudsman to deal with **complaints of poor service**. Ordinarily, a complainant must also refer a complaint to the Legal Ombudsman within one year of the complaint to the firm and generally within six months of the firm's response. We will confirm the relevant deadline in our response to a complaint made to us. Please note that the Legal Ombudsman generally handles complaints only by individuals, very small businesses, charities, trusts and clubs and associations. You can contact the Legal Ombudsman at PO Box 15870, Birmingham B30 9EB; or by telephone on 0300 555 0333; via the website [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk) or by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).
9. Alternatively, if the complaint concerns a matter of **professional misconduct** rather than poor service, if you remain dissatisfied you can contact the Intellectual Property Regulation Board (IPREG) at 5th Floor, The Outer Temple 222-225 Strand London WC2R 1BA about your complaint or in some cases (mainly complaints between professionals) the European Patent Institute (EPI). Any complaint to the IPREG must usually be made within twelve months of the date of the professional misconduct alleged or your discovery of it but for further information, you should contact the IPREG on 020 7353 4373 or via their Website [www.ipreg.org.uk](http://www.ipreg.org.uk) or by email to [ipreg@ipreg.org.uk](mailto:ipreg@ipreg.org.uk)

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