

Complaints Policy

We strive to provide high quality legal advice to our clients at all times. Our complaints procedure is an important aspect of this commitment, because if something goes wrong we rely on our clients to tell us about it so that we can resolve problems and improve our standard of service. If you have a complaint, then we ask that you contact us with full details so that we may address the issues.

Our Complaints Procedure

As a first step, we encourage clients to raise their concerns with the professional staff handling the work.

If after that you think that there remains a problem, then you should ask for the case to be referred to a senior partner for review or write to us marking your correspondence for the attention of the Managing Partner. Our Complaints process is free of charge and will not affect how we handle your matter.

Please send details of your complaint, for the attention of the Managing Partner, to the following address:

Mewburn Ellis LLP
8 Bishopsgate
London
EC2N 4BQ
United Kingdom

Alternatively, please email us at mail@mewburn.com marking your email 'For the attention of the Managing Partner'.

If you are unable to write to us, please telephone us at +44 (0)207 776 5300 and ask to speak to the Managing Partner.

If your complaint relates to how we handle your personal data under GDPR, you may raise this with us in the first instance by contacting our Data Protection Officer or privacy team at DataProtectionManager@mewburn.com. We will investigate your concerns in accordance with our Privacy Policy.

Next Steps

We will acknowledge your complaint in writing within 3 working days. We will send you a copy of this written Complaints Policy along with that acknowledgement.

We will then investigate the complaint. We may need to contact you for further details or information. Normally, the investigation will involve a senior partner reviewing the complaint, examining the relevant files and discussing the complaint with the attorney responsible for the work.

We will send a substantive response to your complaint within 14 days, with our suggestions as to how the complaint can be resolved. We hope that our response will enable the complaint to be resolved at this stage.

However, if you are not satisfied with our response to the complaint, you should contact us again without delay and we will take further steps to try to resolve the complaint.

We will respond within a further 14 days, giving our final position on the complaint, with reasons as to why we have reached the position we have.

What to do if we cannot resolve the complaint to your satisfaction?

If we have not been able to resolve the complaint to your satisfaction, you can contact one of our regulators: The Intellectual Property Board (IPReg), the Legal Ombudsman, the SRA or the Patentanwaltsskammer.

IPReg deals with complaints concerning issues of professional conduct. Generally, IPReg will only consider complaints relating to matters which have occurred within the last 12 months, unless the issue only recently came to light, or there are exceptional circumstances

The Legal Ombudsman deals with complaints about service for eligible clients. Complaints to the Legal Ombudsman can be made after eight weeks if you remain unsatisfied but will need to be made within 6 months of our letter giving our final position on the complaint and within one year overall. The Legal Ombudsman service is open to all members of the public, and very small businesses, charities and trusts.

For GDPR, if you are not satisfied with our response, you have the right to lodge a complaint with the relevant supervisory authority. In the UK, this is the Information Commissioner's Office (ICO)

(www.ico.org.uk). If you are based in the European Economic Area, you may also contact your local data protection authority.

How to contact IPReg

Complaints to be dealt with by IPReg should be sent to:

The Chief Executive
The Intellectual Property Regulation Board
20 Little Britain
London
EC1A 7DH

Tel: 020 7353 4373

The IPReg online contact form can also be found here: <https://ipreg.org.uk/contact-us>

A complaint form is available from the IPReg website <https://ipreg.org.uk/> at the following address:
<https://ipreg.org.uk/complaint-form>

How to contact the Patentanwaltskammer

If your complaint concerns the conduct of a German Patentanwalt, you may contact the Chamber of Patent Attorneys (Patentanwaltskammer), which exercises professional supervision over German Patent Attorneys.

Complaints should be sent to:

Chamber of Patent Attorneys (Patentanwaltskammer)
Tal 29
80331 Munich
Germany

Telephone: +49 89 242278-0

Fax: +49 89 242278-24

Email: dpak@patentanwalt.de

Website: <https://www.patentanwalt.de/en/contact.html>

How to contact the Solicitors Regulation Authority (SRA)

If your complaint concerns the conduct of a solicitor regulated by the SRA, you may report the matter to the SRA. The SRA considers concerns about serious or repeated breaches of its rules.

Service complaints and requests for compensation are usually handled by the Legal Ombudsman rather than the SRA.

The SRA asks that reports are made using its report form. The form and guidance are available at: <https://www.sra.org.uk/consumers/problems/report-solicitor/>

General SRA contact details are:

Solicitors Regulation Authority

The Cube

199 Wharfside Street

Birmingham

B1 1RN

United Kingdom

How to contact the Legal Ombudsman

The Legal Ombudsman's contact details are:

Visit: www.legalombudsman.org.uk

Call: 0300 555 0333 between 10am to 4pm.

Relay UK: 18001 0300 555 0333

Email enquiries@legalombudsman.org.uk

Legal Ombudsman PO BOX 6167, Slough, SL1 0EH

The Legal Ombudsman guidance on How to Complain can be found here:

<https://www.legalombudsman.org.uk/how-to-complain/>

We will provide full contact details for these organizations in our letter confirming our final position on the complaint. This will enable you to take your complaint to the relevant body if you wish.

If you wish to receive this policy in large print please advise

Review

This policy was updated in July 2026, will be reviewed regularly and may be subject to variation.