

HENTONS CORPORATE SERVICES LIMITED

COMPLAINTS PROCEDURE

If you are unhappy or concerned about the service Hentons Corporate Services Limited (trading as **Hentons Corporate Finance, Hentons Legal** or **Vector**) have provided in the first instance, please contact the person who has conduct of your matter to discuss your concerns and we will do our best to resolve any issues as this stage. If you do not feel able to discuss this with him or her, please contact the person responsible for overall supervision of the work. They will arrange for your complaint to be investigated in accordance with the procedure set out below.

If your issue or concern cannot be resolved please contact Samantha Sellars (Complaints Manager) at samantha.sellars@hentons.com or Hentons Corporate Services Limited, Dearing House, Ground Floor, North Suite, 1 Young Street, Sheffield S1 4UP. Within seven working days of contacting us, you will be sent an acknowledgement, which will tell you who will be investigating your complaint. The person investigating your complaint will not be someone who has been involved in the matter.

We will fully investigate your complaint and will aim to conclude our investigation, within 28 days of our acknowledgement or the date by which we have agreed with you the issues of concern if clarification is needed. We will provide you with a written response to your complaint and if applicable our proposals for resolving the matter.

If we are unable to conclude our investigation within 28 days, we will contact you to explain why and give you a revised date by which we hope to provide our substantive response. You will not be charged for the investigation of your complaint.

The Legal Ombudsman

If you are not satisfied with our handling of your complaint, you may refer your complaint to the Legal Ombudsman for investigation. Full details can be obtained from:

Legal Ombudsman

PO Box 6806

Wolverhampton

WV1 9WJ

Tel: 0300 555 0333

www.legalombudsman.org.uk

Please note that a complaint must be submitted to the Legal Ombudsman within 6 years of when whatever it was caused the complaint took place, or if outside this period within 3 years of when you should reasonably have known about the matter that caused you to complain. Complaints brought to the Legal Ombudsman should be brought within 6 months of receiving a final response to your complaint from us.

The Solicitors Regulation Authority

The Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

You can raise your concerns with the Solicitors Regulation Authority:

Address: Solicitors Regulation Authority
The Cube, 199 Wharfside Street
Birmingham
B1 1RN

Telephone: 0370 606 2555

Email: report@sra.org.uk

Website: www.sra.org.uk