



Complaints Handling Procedures of M1 Legal Limited regarding claims related to financial services and products claims

1. Definitions

1.1. A complaint means any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of a complainant about that business's provision of a regulated claims management service. 2.

2. General provisions

2.2. The complainant should be able to make a complaint by any reasonable means (letter, telephone, e-mail or in person).

2.3. The complaints should be investigated by a person of sufficient competence who, wherever possible, was not directly involved in the matter which is the subject of the complaint.

2.4. The person in charge with responding to complaints should have the authority to settle complaints (including the offering of redress where appropriate) or to have ready access to someone who has the necessary authority.

2.5. The responses to complaints should address adequately the subject matter of the complaint and, where a complaint is upheld, to offer redress.

3. Procedure

3.2. When a complaint is received person in charge with the correspondence should send a written or electronic acknowledgement of a complaint within five business days of receipt, giving the name or job title of the individual handling the complaint for the business, together with details of the business's internal complaints handling procedures.

3.3. By the end of eight weeks after its receipt of a complaint, send the complainant either:
a) a final response (which must inform the complainant that they can complain to the Legal Ombudsman, the timeframe for doing so and full contact details for the Legal Ombudsman);
or

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b) a response which:

- explains that the business is still not in a position to make a final response, gives reasons for the further delay and indicates when it expects to be able to provide a final response; and
- informs the complainant in writing that they can complain to the Legal Ombudsman, the timeframe for doing so and full contact details for the Legal Ombudsman.

4. Publishing procedures

4.2. M1 Legal should include the complaints handling procedures in its Standard Business Terms and provide them to clients before signing the contracts.

4.3. M1 Legal should publish details of its internal complaints handling procedures on its website if it has one, supply a copy on request to a complainant, and supply a copy automatically to the complainant when it receives a complaint.

5. Maintaining records

5.2. M1 Legal should maintain records, and provide to the Regulator, on request, details of all complaints handled under these rules.

6. Cooperation with the Legal Ombudsman

6.2. Where the Legal Ombudsman requests assistance in connection with the investigation, consideration or determination of complaints under the ombudsman scheme a business must provide such assistance in connection with those matters as it is reasonably able to give.

6.3. M1 Legal should comply with a notice that requires specified information or documents to be provided to the Legal Ombudsman under section 147 of the Legal Services Act 2007.

6.4. M1 Legal should comply with any direction contained in a determination made by the Legal Ombudsman under section 137(2) of the Legal Services Act 2007 where the determination of the complaint has been accepted by the complainant and is binding and final.

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