مكتب ناصر الحبسي وسيف المعمري للمحاماة
NASSER AL HABSI & SAIF AL MAMARI LAW FIRM

CLIENT COMPLAINTS PROCEDURE

Nasser Al Habsi & Saif Al Mamari Law Firm (**NasaLaw**) aims to provide the highest standard of legal service to every client and conduct ourselves in a way which upholds our professional standards. We want to know about any problems so that we can try to put them right. We value feedback, which provides us with an opportunity to check the quality of our service and to make improvements. We will consider any complaint carefully and objectively, endeavouring to resolve the issues and reach a satisfactory conclusion. You will not be charged for our time dealing with your complaint.

WHO CAN MAKE A COMPLAINT?

This procedure is for our clients, ie those individuals or entities for whom we act or have acted on a matter which has given rise to your complaint.

WHO SHOULD I COMPLAIN TO?

If you wish to complain (about our service or charges) please contact the lawyer dealing with your matter, or the supervising Matter Partner. Their names and contact details will be in the engagement letter you received when you first instructed the firm on the relevant matter, in emails you have received and on our website: www.nasalaw.com. We are happy to deal with your complaint by informal discussion or in writing.

If you would prefer to deal with someone else, you are welcome to do so. You can contact your Client Partner or email Complaints@nasalaw.com.

WHAT WILL WE DO?

NasaLaw will acknowledge a complaint as soon as possible. We normally aim to provide an initial response to your complaint within one calendar month of receiving it.

If you are not satisfied with our initial response, you can escalate your complaint to the NasaLaw's dedicated Complaints Team at the email address above. The team will either:

(a) review the substance of your complaint themselves; or

(b) ask another person to do so.

In either case, your complaint will be looked at afresh and we will work with you to understand any remaining concerns. We will aim to provide a final response within one calendar month of the complaint being escalated.

If we need to vary any of the timescales above, we will let you know and explain why.

WHAT ARE MY LEGAL RIGHTS?

NasaLaw Terms of Business will continue to apply to this procedure. Nothing in this procedure takes precedence over or replaces any right that you have to bring a complaint or dispute that you may have against the firm under Omani law.