

Complaints Policy

PURE IDEAS

Pure Ideas is committed to ensuring timely and proper regard for standards of professional service and client care. If we fail in this aspect, we ask you to tell us so that we may investigate the matter and provide solutions as appropriate.

How to complain

You may contact any of our senior management team at any point. In the first instance, we recommend you direct your concern to our Head of Legal Practice, Paul Chapman at holp@pure-ideas.co.uk or at the registered company address shown. If for any reason you do not wish to contact our Head of Legal Practice in the first instance, you may contact our company secretary on Cosec@pure-ideas.co.uk who will arrange another equally qualified member of the team to handle your complaint.

Conduct of the complaint

We will write to confirm receipt of your complaint within 10 days, enclosing a copy of this policy.

Our Head of Client Care will add your complaint to our internal register and begin investigation of the matter. He may need to review relevant files, interview the person(s) involved in the matter and seek further clarity from you via phone or meeting.

Our Head of Client Care will then write to you within 21 days to report his findings, making suggestions for resolution.

Internal review

If you are still not satisfied, please let us know and we will arrange a review of our decision by an independent senior member of the management team (i.e. not the individual who first investigated your matter). This will be undertaken within 21 days and will allow us to confirm our final position and the reasons involved.

External review

If you are still not satisfied, you may be able to refer your complaint to The Legal Ombudsman, note that certain time limits apply. Individual clients, micro-enterprises, charities, clubs or trusts may approach The Legal Ombudsman at;

PO Box 15870
Birmingham
B30 9EB
0300 555 0333
www.legalombudsman.org.uk

Professional misconduct

Any complaints concerning professional misconduct should be directed to the Intellectual Property Regulation Board (IPReg). Complaints must relate to matters which have occurred within the last 12 months.

Further information can be obtained from IPReg at:

Fifth Floor Outer Temple
222-225 Strand
London
WC2R 1BA
020 7353 4373
www.ipreg.org.uk