



# Non-Client Complaints Procedure – England & Wales

January 2026

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## 1. Non-Client Complaints Procedure (England and Wales)

Clyde & Co must comply with its professional obligations and act in accordance with the standards and regulations set out by its regulator, The Solicitors Regulation Authority.

Clyde & Co has a duty to act in the best interests of its clients. In doing so we recognise that, from time to time, third parties who are involved in matters in which we are acting for a client may object to the correspondence we may send and/or the actions we may take, even though they are within the law and in accordance with our professional obligations.

There is no legal or regulatory requirement for us to implement this procedure in response to complaints from non-clients. However, where we consider a written response to such a complaint is appropriate, we will aim to provide one in accordance with this procedure.

## 2. Who should you complain to?

If you are not a client of Clyde & Co and wish to make a complaint, the best way to raise your concerns will depend on the nature of the complaint and the circumstances under which it arises.

For instance, if you are an opponent to our client in litigation in which we are acting and you are unhappy with our conduct, your complaint may best be dealt with by the court in the context of the proceedings.

If you wish to raise a complaint directly with Clyde & Co, we ask that you do so in writing and address it to the case handler dealing with the matter or the supervising matter partner. The name and contact details of those individuals should be in the correspondence that you or your legal representative have received. When you set out your complaint it would be helpful if you included:

- Your full name and contact details.
- The file reference number connected to the conduct which has caused your complaint.
- Details of where you feel Clyde & Co failed to act appropriately; and
- What you hope to achieve as a result of your complaint.

## 3. Responding to your complaint- what action will we take?

- We will make an initial assessment of the issue(s) you have raised.
- We will acknowledge your complaint and confirm whether you should more appropriately raise your concerns in another way, for example within any court proceedings.
- If we consider a full response is appropriate, we will say so and give you a timeframe within which you can expect our response; this will usually be 28 days from the date of our acknowledgment. If we anticipate a significant

delay in sending a reply, we will update you and tell you when we expect to be able to do so.

- If we know that you are represented by a solicitor, we will ask you whether your solicitor is instructed to deal with the complaint. Professional rules prevent us from corresponding directly with the client of another solicitor.
- If applicable, we will write to your solicitor and advise them that you have contacted us direct, in accordance with our professional obligations.

## 4. Costs

We will not charge you for handling a complaint.

## 5. What to do if you are unhappy with our behaviour

The Solicitors Regulation Authority can help if you are concerned about our behaviour or if you are unhappy with our response, you can refer your complaint to the SRA at:

Solicitors Regulation Authority  
 The Cube  
 199 Wharfside Street  
 Birmingham  
 B11RN  
 Telephone: 0370 606 2555

You can also visit their website to see how you can raise your concerns at [Solicitors Regulation Authority](#).

## 6. Version Control

Document Owner	Classification	Next Review Date
Risk Team	Unrestricted	January 2027

### Document revision

Revision Date	Author	Version	Change Reference & Summary
May 2023	Risk Team	1.0	
September 2025	Risk Team	1.0	
January 2026	Risk Team	2	Review by COLP & Client Care Officer

### Review and approval

Name	Position	Date	Version
Risk Team	Risk Team	September 2025	1.0

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David Langley/Lorna  
Deeny

COLP/Client Care  
Officer

January 2026

2.0

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500

Partners

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5,500

People globally

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70+

Offices worldwide\*

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[www.clydeco.com](http://www.clydeco.com)

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\*includes associated offices

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V2.25