

Complaints Policy

We are committed to providing high-quality service and maintaining strong relationships with our clients. However, we accept that there may be occasions when a client may not be entirely satisfied with the service we have provided. Accordingly, we have implemented the following two-stage complaints procedure to address any complaints that may arise. We take all complaints seriously and aim to address them openly and constructively with the goal of achieving a fair resolution.

We will fully document every complaint that we receive, including any efforts that have been made to resolve the complaint at each stage of the process. We will provide you with a copy of our file relating to any complaints you may make upon request free of charge.

Informal Stage

If you are dissatisfied with any aspect of the service we provide, please let us know. We rely on your feedback to allow us to sort out any mistakes or misunderstandings and improve our standards. We believe that, in many cases, complaints can be resolved informally through a brief discussion of the problem via telephone or email.

Formal Stage

If, having raised your complaint informally, you feel your complaint has not been fully addressed, or if you feel that your complaint is of a more serious nature, please send full details of your complaint in writing to:

- Email (preferred): complaints@bitwise-ip.co.uk; or
- Address: Bitwise IP, Wittas House, Two Rivers, Station Lane, Witney, OX28 4BH.

We will acknowledge receipt of your formal complaint within ten (10) working days and provide a copy of this procedure.

We will provide you with the options of:

- (a) meeting with us in person to discuss, and hopefully resolve, your complaint; or
- (b) continuing to address the matter in writing.

Where you choose to meet with us to discuss your complaint in person, we will endeavour to arrange a meeting with you promptly (typically within fourteen (14) days of receiving your choice). Following the meeting, we will write to you to confirm what was discussed and any solutions that have been agreed. We will endeavour to send this within three (3) days of the meeting taking place.



Where you choose to continue to deal with the matter in writing, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter. We will endeavour to send this within fourteen (14) days of receiving your choice.

If, at this stage, you are still not satisfied with the resolution of your complaint, we may offer you the opportunity to involve an independent mediator to assist with resolving the complaint. You may also be able to ask one of the regulatory bodies which govern our business to consider the complaint. Please note that these regulatory bodies typically require a complaint to have been raised with us first (in accordance with this Complaints Policy) before they will consider it. Upon request, we will assist you in contacting the relevant body and will cooperate fully in their investigation.

For complaints relating to issues such as poor service or bills, you may be able to escalate your complaint to the Legal Ombudsman.

There are time limits in place for taking a complaint to the Legal Ombudsman. In particular, a complaint will normally need to be raised with the Legal Ombudsman within one year of the date of the act or omission being complained about (or from the date when you should have realised that there was cause for complaint) and within six months of receiving a final response to your complaint from us. We will confirm the relevant deadline in our final response to a complaint made to us.

The Legal Ombudsman can be contacted at:

- Address: PO Box 6167, Slough, SL1 0EH;
- Telephone: 0300 555 0333;
- Email: enquiries@legalombudsman.org.uk; or
- Website: www.legalombudsman.org.uk.

For matters of professional misconduct (as opposed to poor service), you may contact the Intellectual Property Regulation Board (IPReg) or, in some cases (mainly for complaints between professionals), the European Patent Institute (epi).

Any complaint made to IPReg must usually be made within twelve (12) months of alleged professional misconduct or your discovery of it.

IPReg can be contacted at:

- Address: 20 Little Britain, London, EC1A 7DH;
- Telephone: 020 7353 4373;
- Email: ipreg@ipreg.org.uk; or
- Website: www.ipreg.org.uk.



Revision History

Version	Effective Date	Notes
1.0	10 July 2025	Initial version of Complaints Policy
1.1	20 May 2026	Updated to reflect name change to Bitwise IP and associated branding