

Legal

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- [Not Legal Advice](#)
- [Firm Content](#)
- [Representations and Limitations of Liability](#)
- [Privacy Notice](#)
- [Third Party Websites](#)
- [Governing Law and Miscellaneous Provisions](#)

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Winston & Strawn London LLP

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Consumer Contracts Regulations 2013

If you have instructed Winston & Strawn London as an individual to act for you in your personal capacity (not in any business or professional capacity), under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have a 14-day cooling-off period during which you may decide to cancel your contract with us. If you expect us to provide advice and services during that 14-day period but also wish to cancel your contract during that period, you agree that you will be liable for any fees or expenses chargeable for legal advice and services incurred up to and including the date of cancellation. If you would like further information, including a template cancellation form, please contact us. Alternatively, any request to cancel your

contract for the supply of our legal services in respect of your matter should be provided to us clearly in writing to the attention of the person with whom you are working or corresponding without delay.

Managing Complaints

If you wish to make a complaint about Winston & Strawn London then, in the first instance, please contact the person with whom you are working or corresponding to set out your concerns. We will do our best to resolve any issues at this stage and, if applicable, will confirm our complaints handling procedure in writing (which is available to clients at any time on request).

If you are not satisfied with our attempt to handle and resolve matters, you may be able to ask the Legal Ombudsman to consider the issue (write to: PO Box 6806, Wolverhampton, WV1 9WJ; or email: enquiries@legalombudsman.org.uk; or phone 0300 555 0333). Any such complaint to the Legal Ombudsman should be done within six months of our final response to your complaint and within six years of the act or omission that caused the complaint or, if outside this period, within three years of when you should reasonably have known about the relevant act or omission.

The Legal Ombudsman may refer your complaint to the SRA if they are not the correct body to consider the matter, as the Legal Ombudsman's services are only available for certain types of complaints and complainants. For full details, please see: <https://www.legalombudsman.org.uk/make-a-complaint/> and <https://www.sra.org.uk/consumers/problems/report-solicitor.page>. Note also that if you are a client and your complaint is about our invoices, you may also apply to the court for an assessment of the bill under Part III of the Solicitors' Act 1974. If all or part of any bill remains unpaid, we may be entitled to charge interest.

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Miscellaneous

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Conclusion

If Winston & Strawn fails to act with respect to your breach or anyone else's breach on any occasion, Winston & Strawn is not waiving its right to act with respect to future or similar breaches.

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