

COMPLAINTS PROCEDURE

Neo Percept IP is committed to providing a professional, efficient and high-quality service.

If you are dissatisfied, we encourage you to tell us so that we have the opportunity to resolve the matter promptly.

Stage 1 – Contact Us

Please email us with:

- (a) your name;
- (b) your reference number (if available);
- (c) a description of your complaint;
- (d) the outcome you are seeking.

We will acknowledge your complaint within two working days.

Stage 2 – Investigation

Your complaint will be reviewed by an appropriate member of the Neo Percept IP team who was not directly responsible for the work where reasonably possible.

We may contact you for additional information.

We aim to provide a full written response within 10 working days.

If additional time is required, we will explain why and provide an updated timescale.

Stage 3 – Resolution

Where appropriate, we may:

- (a) explain our findings;
- (b) correct any mistakes;
- (c) provide further clarification;
- (d) apologise where appropriate;
- (e) offer another suitable resolution.

Further Concerns

If you remain dissatisfied after receiving our final response, we will explain any further options that may be available depending on the nature of the service provided and any applicable regulatory requirements.

If your complaint relates to work carried out by a regulated trade mark attorney, you may also be able to complain to IPReg, the Intellectual Property Regulation Board, which regulates patent attorneys, trade mark attorneys and their firms in the United Kingdom.

You can contact IPReg at:

Address: IPReg, Wellington House, 60-62 London Road, Newbury, Berkshire RG14 1JL

Telephone: 01635 299 200

Email: info@ipreg.org.uk

Website: www.ipreg.org.uk

If your complaint relates to work carried out by a regulated legal services provider and you are an eligible complainant, you may also be able to refer your complaint to the Legal Ombudsman.

You can contact the Legal Ombudsman at:

Address: Legal Ombudsman, PO Box 6167, Slough SL1 0EH

Telephone: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

The Legal Ombudsman's scheme rules set out who can complain, what complaints can be considered, and the time limits for bringing a complaint. You should check whether your complaint falls within its jurisdiction.

Continuous Improvement

Every complaint is recorded and reviewed to help us improve our services, systems and client experience.

We welcome feedback, whether positive or negative, as part of our commitment to continuous improvement.