

HOWES PERCIVAL LLP

Complaints Handling Procedure

Complaints policy

At Howes Percival LLP we are committed to providing a high-quality legal service to all our clients. When something goes wrong or you are dissatisfied with any aspect of our service to you, we need you to tell us about it. This will help us to improve our standards.

If at any time you are not happy with the service we have provided and you are unable to resolve this with the fee earner dealing with the matter or your client care partner, please write to Gerald Couldrake, our complaints handling partner, at Howes Percival LLP, Nene House, 4 Rushmills, Northampton NN4 7YB.

What will happen next?

1. Gerald Couldrake will send you a letter acknowledging receipt of your complaint, enclosing a copy of this policy and letting you know the name of the person who will be dealing with your complaint. We aim to do this within seven days of receiving your complaint. We may need to ask you for further information before we are able to begin fully investigating your complaint.
2. We will then investigate and formally respond to your complaint.
3. Where appropriate, we may invite you to a meeting to discuss, and hopefully resolve, your complaint. Following any such meeting we will write to you to confirm what took place and any solutions agreed at the meeting.
4. If you do not want a meeting or it is not possible/appropriate, we will send you a detailed reply to your complaint, including any suggestions for resolving the matter. We aim to do this within 21 days of acknowledging your letter.
5. If you still remain unsatisfied, you should write to Gerald Couldrake again within two months of us sending you our detailed reply and we will arrange for your complaint to be reviewed by a different person. Following that review we will

write to you confirming our final position on your complaint and explaining our reasons. We aim to do this within fourteen days of receiving your request for a review.

6. If you do not respond to any correspondence we send you within two months of us sending it to you, then that correspondence shall stand as our final written response to your complaint.
7. If we have not resolved your complaint within eight weeks of it being made, or if following our review you are still not satisfied, you can ask the Legal Ombudsman, the body which deals with complaints against lawyers, to consider it. However, please note that this service is only available to members of the public and very small businesses, charities, clubs and trusts. Details of the Legal Ombudsman's services and the eligibility of complainants can be found at www.legalombudsman.org.uk. The Legal Ombudsman can be contacted by post at PO Box 6806, Wolverhampton WV1 9WJ or by telephone on 0300 555 0333.
8. Any complaint to the Legal Ombudsman must normally be made within six months of the date of our final written response to your complaint. In addition, please be aware that the Legal Ombudsman will not accept your complaint if:
 - 8.1 more than six years have elapsed from the date of the act or omission giving rise to the complaint; or
 - 8.2 more than three years have elapsed from the time when you should reasonably have known there was cause for complaint; or
 - 8.3 the date of the alleged act or omission giving rise to the complaint, or the date when you should reasonably have known there was cause for complaint, was before 6 October 2010.
9. Alternative complaints bodies (such as Pro Mediate UK Limited – www.promediate.co.uk) exist which are competent to deal with complaints by consumers about legal services should both you and we wish to use such a scheme. However, we do not agree to use such a scheme.

Last review date 5 April 2018.