

Complaints Handling Policy

1 Introduction

- 1.1 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.
- 1.2 If at any time you are not happy with the service we have provided, or our charges, and you are unable to resolve this with the fee earner dealing with the matter or your client care partner, please write to Justine Flack, our complaints partner, at Howes Percival LLP, 3 The Osiers Business Centre, Leicester, LE19 1DX.
- 1.3 Any complaint made to us will be dealt with promptly, fairly and without charge.

2 What will happen next?

- 2.1 Justine Flack, or in their absence the deputy complaints partner, Hannah Steggles, 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 7 days of receiving your complaint.
- 2.2 If you do not respond to any correspondence that we send you within 2 months of us sending it to you, then that correspondence shall stand as our final written response to your complaint.
- 2.3 We may need to ask you for further information before we are able to begin fully investigating your complaint. After this, we will then investigate and formally respond to your complaint.
- 2.4 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 with 14 days to confirm what took place and any solutions agreed at the meeting.
- 2.5 If you do not want a meeting or it is neither 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.
- 2.6 If we have not resolved your complaint within 8 weeks of it being made, you can ask the Legal Ombudsman, to consider this. The Legal Ombudsman is the body 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 6167, Slough, SL1 0EH or by telephone on 0300 555 0333.

3 What happens if you are still unsatisfied?

- 3.1 If you still remain unsatisfied after receiving our detailed reply, you should write to Justine Flack again within 2 months of the date of the reply. We will arrange for your complaint to be reviewed by a different person.
- 3.2 After this review we will write to you confirming our final position on your complaint and explaining our reasons. We aim to do this within 14 days of receiving your request for a review.
- 3.3 If following our final review you are still not satisfied, you can ask the Legal Ombudsman to review your complaint. We have provided the details for the Legal Ombudsman at paragraph 2.6 above.
- 3.4 Any complaint to the Legal Ombudsman must normally be made within 6 months of the date of our final written response to your complaint. In addition, please be aware that the Legal Ombudsman may not accept your complaint if:
 - 3.4.1 more than 1 year has elapsed from the date of the act or omission giving rise to the complaint; or
 - 3.4.2 more than 1 year has elapsed from the time when you should reasonably have known there was cause for complaint.
- 3.5 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.

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