

## **JOHN HOWE AND CO SOLICITORS COMPLAINTS PROCEDURE**

### **Complaints Policy**

We are committed to providing a high level of service to all our clients. When something goes wrong we need you to inform us as this helps us to continually improve our standards.

### **Our Complaints Procedure**

If you have a complaint, please contact Jeremy Atkinson our COLP.

### **What will happen next ?**

1. We will send you a letter acknowledging your complaint and if you have not already done so, ask you to confirm or explain the details of the complaint. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within three working days of receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will also do this within seven working days of receiving your complaint.
3. We will then commence our investigations into your complaint. This may involve one or more of the following steps.
  - We may ask the member of staff who acted for you to reply to your complaint within five working days.
  - We may examine their reply and the information in your complaint file. We may then ask for more information. This may take up to three working days from receiving the file and their reply.
4. We will invite you to meet the COLP and the fee earner subject of your complaint to discuss and hopefully resolve your complaint. We will do this within seven working days of receiving all the relevant details from the member of staff who acted for you.
5. Within two working days of the meeting we will write to you to confirm what took place and any solutions we have agreed with you. If you do not want a meeting or it is not possible, we will send a detailed reply including suggestions of how we suggest resolution of the matter.
6. If at this stage you are still dissatisfied, you can contact us again and we will arrange to review our decision. This will happen in one of the following ways :-

- The COLP will review his/her decision within five days.
  - We will arrange for someone in the firm who has not been involved in your complaint to review it and they will do this within 10 days.
7. We will let you know the result of the review within five days of the end of that review process. At this time we will write to you informing you our final position on your complaint and explain our reasoning. We will provide the name and address of the Legal Ombudsman and if you are still not satisfied you can contact them about your complaint.

If we are unable to meet any of the aforementioned timetables we will let you know and explain the reason why.