

## What to do if you have a complaint.

Howell-Jones LLP works hard to deliver the best possible service to its clients. If at any time you feel we are failing to do so we need to know so that we can put matters right as soon as possible.

By listening to your views we are also able to improve the way we do things for you in the future.

This leaflet explains how to raise complaints with us, what we will do to respond to you and what to do if, in the end, you are still dissatisfied. If you cannot resolve the complaint with the lawyer representing you, please contact that lawyer's Team Leader.

Team Leaders	
Business and Commercial: Nick Richardson	Family: Elizabeth Leah
Commercial Property: Brian Shacklady	Personal Injury & Clinical Negligence: Alan Roper
Dispute Resolution: Juliet Petchey	Professional Practices: Chris Pomfret
Employment: Richard Brown	Residential Property: Stephen Morris
	Trusts and Estates: Claire Jackson

### What we need to know

In order to understand and respond effectively to your complaint we need to know as much as possible about the reasons behind it.

- What is your complaint about
- The names of people you are unhappy with
- The dates and time involved
- What you feel has gone wrong
- What you feel we should do to put matters right
- What loss you have suffered

### What we will do

The Team Leader will acknowledge your complaint as quickly as possible and aim to do so within five working days. The Team Leader will tell you how long we expect it will take to respond fully to you - normally no more than three weeks.

If you are then still unhappy with our response or you are complaining about a Team Leader please contact Simon Carter at the Kingston office. He is the Partner responsible for Complaints Handling.

The papers will then be passed to him for review and he will contact you as quickly as possible to try to resolve matters. You may request a meeting with him if you wish, otherwise he will write to you.

If you are still unhappy you may refer the matter to the Legal Complaints Service provided the complaint is made within six months and does not involve negligence by this firm - if it does we will advise you to seek advice from another solicitor. The Legal Complaints Service can be contacted at Victoria Court, 8 Dormer Place, Leamington Spa, Warwickshire CV32 5AE or at [www.legalcomplaints.org.uk](http://www.legalcomplaints.org.uk).

You will not be charged for the time spent by us investigating and responding to your complaints.