

OUR COMPLAINTS PROCEDURE

1. In the event of a problem, you are entitled to make a complaint. Your complaint can include a complaint about our bill.
2. You should first try to resolve the matter with the individual handling your case. If, however, you are unable to resolve the matter that way, you may raise the matter with the relevant head of department (please ask the individual handling your case for the name of his or her head of department).
3. The relevant head of department will aim to resolve your problem as quickly as possible and in any event within 2 weeks of being notified of your complaint.
4. If you are not a client then you should send your complaint in writing to hello@huttonslaw.co.uk
5. If you remain dissatisfied, you will be asked to complete a written Client Complaint Notice and your complaint will then be investigated by or the Practice manager or appointed complaints partner.
6. We will aim to complete any investigation as quickly as possible and in any event within 2 weeks of receiving your Client Complaint Notice. He will then write to you to confirm the outcome of his investigation and the firm's final response to your complaint. This will bring our Complaints Procedure to an end.
7. If you suffer from a disability, learning difficulty or other problem which may affect your ability to complete a written Client Complaint Notice or otherwise make a complaint, please let us know and we will do our best to help you.

THE LEGAL OMBUDSMAN

8. Following the conclusion of our Complaints Procedure, should you wish to take your complaint further you may complain to the Legal Ombudsman at:

9. Legal Ombudsman,
PO Box 6167,
Slough,
SL1 0EH

Tel. 0300 555 1777 (lines are open from 8:30am to 5.30pm, Monday to Friday)

Email: enquiries@legalombudsman.org.uk

Website: www.legalombudsman.org.uk

please reply to:

☐ 2 Scott Court ☐ Unit 60 Dyffryn Business Park ☐ 18A Merthyr Rd

A list of directors can be obtained from the registered office at 2 Scott Court, Ocean Way, Cardiff, CF24 5HF
Hutton's Solicitors is a trading name of Hutton's Law Limited a Company Registered in England and Wales (Co Reg No. 09428833)
Members of the Law Society Panels for: Clinical Negligence; Children; Family and Family Law Advanced Panel
Members of the Legal Services Very High Cost Case (Crime) Panel (VHCC)

Authorised and Regulated by the Solicitors Regulation Authority SRA No: 000623100
Hutton's Solicitors do not accept service by email

Complaints to the Legal Ombudsman should be made no later than 12 months after you become aware that there is a problem, and within 6 months of receiving the firm's final response to your complain.

Some clients may not have the right to complain to the [Legal Ombudsman](#), for example: most businesses (unless they are defined as micro enterprises)

- charities or clubs with an annual income of more £1m, or
- trustees of trust with asset value of more than £1m
will not have the right to complain to the Legal Ombudsman. Please look at the Legal Ombudsman's website for more information.

Hutton's

