

**HUTSBY MEES**  
**SOLICITORS STAFFORD**  
**OUR COMPLAINTS POLICY**

At Hutbsy Mees, we aim to offer our clients an efficient, effective and professional service when dealing with your case.

If something goes wrong we need you to tell us about it. This will help us to improve our standards.

There is a time limit within which you may make a complaint, which is:

- (i) 6 years from the date of your cause for complaint; or
- (ii) 3 years from the date that you should have reasonably known of your complaint or
- (iii) Upon conclusion of our handling of your complaint, you have 6 month from that date to involve the Legal Ombudsman.

**Our Procedure.**

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. 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 two working days of receiving your complaint.
2. We will record your complaint in our central register.
3. We will then start to investigate your complaint. This will normally involve the following steps:
  - We will pass your complaint to David Mees our Client Care partner within five days.
  - He will ask the member of staff who acted for you to reply to your complaint within five working days.
  - He will examine their reply and the information in your complaint file. If necessary, he may also speak to them. He will then notify you of the period he will require to provide a reply.

4. Mr Mees will then invite you to a meeting to discuss and hopefully resolve your complaint.

5. Within two days of the meeting he will write to you to confirm what took place and any solutions he has agreed with you. If you do not want a meeting, or it is

not possible, David Mees will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within five days of completing the investigation.

At this stage, if you are still not satisfied you should contact us again. We will then arrange to review our decision: another Director of the Firm will review David Mees' decision within ten working days.

6. We will let you know the result of the review within five days of the end of the review.

At this time we will write to you confirming our final position on your complaint

and explaining our reasons.

If we have to change any of the timescales above, we will let you know and explain why.

If we have not resolved your complaint to your satisfaction within 8 weeks of your complaint, you may take your complaint to the Legal Ombudsman (poor service) or the Solicitors Regulation Authority (SRA) (breach of SRA Principles). You must usually have complained to your solicitor or firm or they will not accept your complaint.

Legal Ombudsman deals with all aspects of poor service (eg. delayed or unclear communication, problems with your fees, loss of documents).

SRA deals with a complaint when Solicitors: tell lies; steal from you; shut down without telling you; break the SRA's rules.

Further information can be found on both organisations' websites (details below).

March 2021 - Complaints Policy

Contact Details:

Legal Ombudsman PO Box 6806 Wolverhampton WVI 9WJ  Tel • 0300 555 0333 e-mail • <a href="mailto:enquiries@legalombudsman.org.uk">enquiries@legalombudsman.org.uk</a> Website: <a href="http://www.legalombudsman.org.uk">www.legalombudsman.org.uk</a>	Solicitors Regulation Authority The Cube 199 Wharfside Street Birmingham BI 1RN  Tel • 0370 606 2555 e-mail : <a href="mailto:contactcentre@sra.org.uk">contactcentre@sra.org.uk</a> Website: <a href="http://www.sra.org.uk">www.sra.org.uk</a>
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