

# Complaint form

If you want to complain about your solicitor's poor service or report a solicitor's professional misconduct to us, please fill in this form.

You will need to read our booklet *Can we help?* before you fill in this form. The notes all through this form show the pages of the booklet that you should turn to. You can get a copy of *Can we help?* by phoning our helpline or by writing to us (please see below).

This form is to help you make your complaint or give us information about a solicitor's conduct. You can contact us however you want to, but we would prefer that you use this form as it gives us the information we need to deal with your concerns quickly.

## **When you've filled this form in, please send it to us at:**

Legal Complaints Service,  
Victoria Court,  
8 Dormer Place,  
Leamington Spa,  
Warwickshire  
CV32 5AE  
Phone: 01926 820082  
Fax: 01926 431435  
Website: [www.legalcomplaints.org.uk](http://www.legalcomplaints.org.uk)  
E-mail: [enquiries@legalcomplaints.org.uk](mailto:enquiries@legalcomplaints.org.uk)

## **Helpline**

Lines are open from 9am to 5pm, Monday to Friday on 0845 608 6565 (all calls are charged at a local rate).

For our minicom service, call 0845 601 1682.

## **For alternative formats, e-mail**

**[alternativeformats@legalcomplaints.org.uk](mailto:alternativeformats@legalcomplaints.org.uk) or telephone 01926 823170**

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CV32 5AE  
Tel 01926 820082 : Fax 01926 431435  
[www.legalcomplaints.org.uk](http://www.legalcomplaints.org.uk)

V5 02/10

Resolving complaints about solicitors

# Complaint form

In all cases, please tick the relevant boxes.

## Part 1

### Your personal details

Mr  Mrs  Ms  Miss

Other  (Please give details.) .....

Your surname: .....

Your first names: .....

Your address and postcode: .....

.....

.....

.....

Your daytime phone number: .....

Your evening phone number: .....

Your mobile phone number: .....

Your e-mail address: .....

## Part 2

### Contacting you

#### How would you like us to contact you?

Phone  When is the best time to call? .....

Letter

E-Mail

We will do our best to contact you in the way you would prefer. However, we will need to write to you from time to time even if you have asked us to contact you by phone.

We want to make sure that our service is accessible to everyone. If you have a disability or health condition that affects your use of our service, we will adjust our service so that you can access it. Adjustments can include giving you extra help or changing the way we provide our service. For example, we can provide our letters and other information in different languages and different formats such as Braille, in large print or on audio tape.

#### Do you have any special needs?

Yes  No

If you have answered 'Yes', please tell us how we can best help you to deal with your complaint?

.....

.....

## Part 3

### Details of the solicitor you're complaining about or reporting

Name of the solicitor: .....

Name of the firm: .....

Firm's address and postcode: .....

.....

.....

.....

Firm's phone number: .....

## Part 4

### Who is the solicitor acting for?

It is important for us to know if you are complaining about someone who is or has acted for you as your solicitor. We are not able to help with many of the concerns we receive about other people's solicitors. It might help to discuss your concerns with either your own solicitor or our helpline before you write to us.

**a Does the solicitor you're complaining about or reporting to us act for you now?**

Yes  No

(If 'Yes', please go to part c below. If 'No', please go to part b below.)

**b Has the solicitor's firm acted for you in the past about this matter?**

Yes  No

(If 'Yes', please go to part c below. If 'No', please go to part d below.)

**c Have you used the firm's own complaints procedure?**

Yes  No

If 'Yes', please send us a copy of any complaint letter (or a copy of our resolution form) which you sent to the solicitor, and their reply. Please tell us why you are still not happy.

If 'No', please note that we are not able to help you until you have used the firm's own procedure.

(See page 4 of our booklet Can we help?)

**d Does the solicitor you're complaining about or reporting to us act for another person in connection with the same matter?**

Yes  No

If 'Yes', who is the solicitor acting for?

.....

**e** **Is the solicitor you're complaining about dealing with the estate of someone who has died?**  
(Please give more details in part 7.)

Yes  No

**f** **Do you have solicitors acting for you now?**

Yes  No

If 'Yes', please give their name and address.

.....  
.....  
.....

May we contact your solicitors to discuss your complaint?

Yes  No

## Part 5

### Work

**a** **What kind of legal work is involved?** (for example, selling or buying a house, family matters, a personal injury claim or probate.)

**b** **Has the work been completed?**

Yes  No  Don't know

If 'Yes', when was the work completed? .....

**c** **When did you first instruct the solicitor?**

.....

**d** **How are you paying for the work?** (for example, privately, or through public funding, 'no win no fee', legal expenses' insurance, trade union funding or not known.)

.....  
.....  
.....  
.....  
.....  
.....

## Part 6

### Complaints which involve a solicitor's bill

(If this does not apply, please go to part 7.)

**a** When did you receive the bill? .....

**b** Is your bill being reviewed by the court under the assessment procedure? (See page 12 of our booklet Can we help?)

Yes  No

If 'Yes', when is the assessment hearing? .....

**c** Has your solicitor issued court proceedings against you for not paying the bill?

Yes  No

If 'Yes', what date is on the summons? .....

## Part 7

### Complaints about the administration of an estate

(If this does not apply, please go to part 8.)

**a** Name of the person who has died: .....

**b** Date of their death: .....

**c** Names of the executors or administrators (include yourself if you are one):

.....  
.....  
.....

**d** Are you a beneficiary? (See page 9 of our booklet Can we help?)

Yes  No

If 'Yes', are you entitled to a share in the estate rather than a particular gift?

Yes  No

**e** Has the distribution of the estate been completed?

Yes  No

If 'Yes', when was it completed? .....



## Part 11

We are committed to providing an accessible service to everyone who needs it and making sure that we respond to the different needs of everyone who uses our service.

We would appreciate it if you could provide us with information about yourself which would help us to identify any gaps in our service and improve it. We will only use the information you give us to improve our service. We will hold this information confidentially and any reports we produce will not identify you as an individual. We hope you are happy and willing to help us to improve our service by giving us this information.

### Gender

Female

Male

### Age

25 and under

26 – 35

36 – 45

46 – 55

56 – 65

Over 65

### Ethnic origin

#### White

British

Irish

Any other white background (please write below)

.....

#### Asian or Asian British

Indian

Pakistani

Bangladeshi

Any other Asian background (please write below)

.....

#### Mixed

White and black Caribbean

White and black African

White and Asian

Any other mixed background (please write below)

.....

**Black or black British**

Caribbean

African

Any other black background (please write below)

.....

**Chinese or other ethnic group**

Chinese

Any other background (please write below)

.....

**Disability**

Do you have a disability or a health condition? Yes  No

If you have answered 'Yes', it would help us to know more about your disability or health condition.

Visual impairment (such as being blind)

Physical impairment (such as using a wheelchair or difficulty using your arms)

Mental health condition (such as depression or schizophrenia)

Hearing impairment (such as being deaf)

Any longstanding illness (such as diabetes or cancer)

Learning disability (such as Down's Syndrome, dyslexia or autism)

Other (please say which) .....

**Are you:**

a member of the public?  a solicitor?  another professional?

Thank you for taking the time to fill in this form.

## **Data protection notice**

We will use the information you give us to investigate your complaint. We will not use that information for any unconnected purpose without your permission. We will have to reveal your information to the firm or solicitor you have complained about. We may also have to reveal that information to our agents (people acting on our behalf) and to others involved in:

- the complaints process;
- regulating the legal and other professions; or
- law enforcement generally.

We may also reveal certain information, on a confidential basis, to the research organisations we use to measure our customer satisfaction levels. If you do not want us to do this in your case, please tell our information compliance manager (the address is below).

To help us maintain a record of solicitors' professional details, we will have to keep your complaint information after we have dealt with the complaint itself. If any of the information you have given us is sensitive or personal under the Data Protection Act 1998 (for example, information about your health), you agree to us holding that information if you go ahead with your complaint.

You can apply to us for a copy of your information (for which we may charge a fee), and to have any mistakes corrected. You should contact our information compliance manager, at:

**Law Society**  
**113 Chancery Lane**  
**London**  
**WC2A 1PL**

**Email: [informationcompliance@lawsociety.org.uk](mailto:informationcompliance@lawsociety.org.uk)**