

Resolution form

How to use the resolution form

If you have difficulty filling in this form, please see [notes for clients](#) or let us know and we will do our best to help you.

Part 1

- Write the name of the solicitor's firm and the name of the solicitor who deals with complaints (if you know).
- Write your own name and address on the right-hand side.

Part 2

- List the areas where you feel your solicitor's service has not been good enough.
- You might find it helpful to number the points.
- Continue on a separate sheet if you need more space for your complaint. Make sure that you send your solicitor a copy of the extra sheet with this form and keep a copy for your own records.

Part 3

If you have an idea of what you want the solicitor to do, for example, sending you papers, taking some action or telling you what is happening with your case, put this in part 3.

When you have filled in the form

Make a copy **including the notes for solicitors** and send it your solicitor. Keep a copy for your own records. If your complaint is not resolved we may ask you to send us a copy of this form.

Give your solicitor 28 days to reply to you.

If you do not get a reply from your solicitor after this time, or you get a reply which you are not happy with, call the Legal Complaints Service helpline on 0845 608 6565.

Please make sure that you contact us within six months of trying to sort things out with your solicitor if you want us to investigate your complaint.

Notes for the solicitor

**PLEASE SEND THESE NOTES TO THE SOLICITOR
ALONG WITH THE RESOLUTION FORM**

1. This form has been designed by the Legal Complaints Service to help you to deal with a complaint under rule 15.
2. Please reply to your client within 28 days of receiving the form.
3. Please read the notes below before answering the complaint.
4. You do not need to contact the Legal Complaints Service.

What you should do when you receive this form

- Acknowledge you have received it immediately.
- Tell your client how the complaint will be dealt with, who will deal with it and what the timescale is likely to be.
- Keep your client informed of progress.
- You should deal with the form within 14 days, but if you find that this is not possible, write to your client saying why and telling them when they might expect a response.
- Make sure you keep to that deadline.
- Make a note of the client's expectations and consider whether they are reasonable. It is important to deal with the complaint as fairly as possible.
- If the client has asked for a meeting, respect their choice and try to arrange one.
- We recommend that you open a complaint file and keep a record of every step you have taken towards sorting out the complaint.
- Remember that a quick solution to a complaint is inevitably the most satisfactory and cost-effective solution for you.

This complaint should be dealt with between you and your solicitor under rule 15.

- You do not need to contact the **Legal Complaints Service** when you receive this form. The complaint is not registered with us. We provide the form to help clients raise their concerns with you.
- We hope that you and your client will be able to sort out matters without involving us.

What will happen if you do not reply quickly or sort out the complaint?

Your client may complain to us if:

- you have not dealt with the matter within 28 days without an acknowledgement or explanation, or
- you fail to sort out the complaint directly with your client.

Not all complaints can be sorted out satisfactorily between solicitor and client. If the matter is referred to us, we expect to find that you have made reasonable efforts to find a solution.

Sorting out a complaint

- Explain what is happening to the client at every stage.
- Give reasons for any delay.
- Apologise if you have caused a problem.
- Agree what action you will take with your client and carry it out.
- If appropriate, reduce any current bill or agree to reduce any future bill.
- Offer compensation if appropriate.

If you are not at fault

- Give a full explanation of the matter.
- Deal with each issue that has been raised.
- Make sure your explanations are unbiased and don't make the client feel that they shouldn't have made their complaint. Clients may simply have misunderstood something or been confused.
- Respond in writing, even after a meeting.

Advantages for you in rule 15

- Sorting out complaints benefits everyone.
- You are likely to preserve good will, and have a satisfied client again.
- It is the cheapest and quickest way to sort out problems.
- It reduces the likelihood of the complaint being referred to the Legal Complaints Service.
- Learning from complaints will help to improve your business.

For more information about rule 15, contact Lawyerline on 0870 606 2588.

Notes for the client

Please read these notes before you fill in the form.

When should I use this form?

- If you have a complaint about the way your solicitor is dealing with your case, you must first try to sort out the problem with the firm.
- Solicitors must have a procedure for dealing with complaints.
- This form is to help you put your complaint to your solicitor directly.
- It's a good idea to complain in writing, so that you and your solicitor both then have a record of your concerns.
- If you have a complaint about the amount of your solicitor's bill, please speak to our helpline as very short time limits apply for challenging your bill.

Part 1: Where to send this form

- When you first went to the solicitor they should have told you who to contact if you have a complaint. Please address this form to that person.
- If you have not been given a name, send the form to the complaints handling partner.
- Mark the envelope 'Private and confidential'.

Part 2: How to set out your complaint

- Set out the details of your complaint in part 2.
- Make your complaint short and to the point.
- Give examples of the problem.
- Give dates where possible.
- If you have more than one complaint, list them and give them numbers. This will make sure that the solicitor deals with all your concerns.

Part 3: How your complaint is dealt with

Tick the box in part 3 so the solicitor will know if you are happy to receive a written reply or if you would prefer a meeting. If the solicitor suggests a meeting, we would encourage you to take up the offer.

If you do meet the solicitor, ask him or her to confirm in writing what was discussed or decided.

How long should I wait for a reply?

You should give the solicitor about 28 days in total to reply to you.

What should I do if I am not able to sort out the complaint?

If you:

- a do not receive a detailed response from your solicitor after a reasonable time (28 days); or
- b find that you are not able to resolve the problems directly with your solicitor;

you might want to make a complaint to the Legal Complaints Service.

Please make sure that you contact us within six months of trying to sort things out with your solicitor. If not, we may decide not to investigate your complaint.

How to make your complaint to the Legal Complaints Service

You can contact us in any way you want, but we would prefer that you use our complaint form as it gives us the information we need to deal with your complaint quickly. You can get a complaint form [from the website](#) or by writing to:

Legal Complaints Service
Victoria Court
8 Dormer Place
Leamington Spa
Warwickshire
CV32 5AE.

Or, you can phone our helpline.

The helpline is open from Monday to Friday
8am to 6pm.

0845 608 6565

(Calls are charged at local rates.)

For our minicom service, phone

0845 601 1682.

When making your complaint to us please include a copy of this form and keep a copy for your own records.