

# Information sheet

## Complaints from companies

### Who can complain on behalf of my company?

We will usually only investigate a complaint about a solicitor's service if it is made by a current director of your company. If your company is being wound up, is in receivership or is in administration, we can accept a complaint from the liquidator, receiver or administrator of your company.

### How we can help

If we decide the solicitor's service was poor, we can:

- award compensation for any 'financial effects' (expenses that you have paid because of your solicitor's poor service and would not have had to pay otherwise);
- reduce the solicitor's bill; and
- tell the solicitor to take specific action to put the matter right.

We cannot award compensation for distress caused to a company as that type of compensation can only be given to individuals.

In very limited circumstances we may be able to award compensation for inconvenience (for example, if a director has been inconvenienced as a result of the solicitor's poor service). In some cases, we might think that sorting the matter out is part of your job and so compensation for inconvenience is not appropriate. However, if your company is small and the inconvenience has significantly disrupted its work, we can consider compensation for the inconvenience caused by the poor service.

When we tell a solicitor to reduce their bill, this will usually be for the benefit of the company rather than an individual director. However, there are limited circumstances where we may decide that an individual director should get the benefit of that reduction. This is unusual, but can happen if, for example, an individual director has paid the solicitor's bill themselves.

If your company is in administration, liquidation or receivership, any compensation we award will be paid to the administrator, liquidator or receiver. If your company is no longer registered at Companies House, any compensation we award must be paid to the Treasury (for legal reasons) rather than to your company or its former directors.