

Resolving your complaint

Dear Sir/ Madam,

As mentioned in the email your recent participation in a YouGov survey conducted on our behalf highlighted your dissatisfaction with the legal service you received. The Legal Services Board has therefore produced this document which includes useful information in case you still wanted to try to resolve your issue.

If you have not yet made a complaint to your service provider, you should first give them the opportunity to resolve your complaint. To assist this process:

- You should put your complaint in writing to your lawyer or the law firm.
- Keep copies of everything, including replies you get, all emails and letters you send and receive.
- If you're not sure who to write to, contact the lawyer or law firm concerned and ask for the name of the right person to contact.
- Be clear about why you are unhappy with the service you received.
- Be clear about what you want to happen as a result of your complaint – for example, are you looking for an apology, a change in the way things are done, money back or a service you felt was not provided.
- Stay calm and don't be rushed into anything.
- Give your lawyer up to eight weeks to respond to your complaint.

If you have already made a formal complaint to your lawyer and they have not responded within 8 weeks or you are dissatisfied with their response you may have a right to complain to the Legal Ombudsman. The Legal Ombudsman is a free service for consumers.

However there are time limits associated with making complaints to the Legal Ombudsman. Generally your complaint should be brought to the Legal Ombudsman:

- no later than 12 months from when the problem occurred or from when you should reasonably have become aware of the problem and
- within 6 months of receiving a final written response to your complaint from your lawyer.

You should let your lawyer know you are going to take your complaint to the Legal Ombudsman.

This information and more about how to complain about your lawyer and the role of the Legal Ombudsman can be found on the Legal Ombudsman website at www.legalombudsman.org.uk You can also contact the Legal Ombudsman by phone on 0300 555 0333 or email enquiries@legalombudsman.org.uk

The Legal Services Board