

# What happens when you bring your complaint to us?



## **Complain to the lawyer**

Before you start your complaint with us, you'll need to complain to the lawyer or the firm first, and give them time to respond and try to resolve the matter.



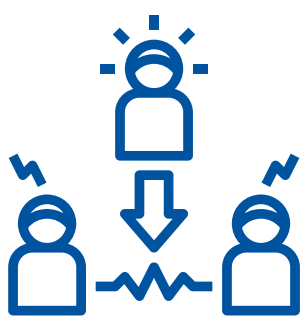
## **Complain to us**

You can send your complaint to us online or by post. We can answer any questions you have and help you submit your complaint.



## **Checking eligibility**

Your complaint will go through some checks to make sure we can accept it. If we can, we'll decide how to take it forward. If we can't deal with your complaint, we'll explain why.



## **Resolving your complaint**

We'll try to reach an agreement that is acceptable to both you and the lawyer or law firm. We may be able to offer free mediation to help do this.



## **Investigating further**

If we can't reach an agreement, we'll investigate further to find out what happened and what might help to resolve your complaint.



## **Formal recommendation**

Once your complaint has been investigated you will receive a report from the investigator. The report will explain any recommendations and settlements.



## **Panel decision**

If you or the lawyer don't agree with the report, an independent panel will make a final decision on what should happen.