

# HOW TO MAKE A COMPLAINT

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.

## COPY OF COMPLAINT

To complete our complaint form, you will need a copy of your complaint to the firm and any response you received.



## COMPLETE COMPLAINT FORM



We'll ask you about the details of your complaint, how the matter has affected you and what would help resolve the problem.

## SUBMIT A FORM

You can fill out an online complaints form and submit it straight to us. You can also download/request the form and send it to us by post.



## CONFIRMATION

After you have submitted your complaint you will receive a reply from us, confirming we have received your complaint.



## CONTACTING YOU

You can expect us to be in touch after receiving your complaint form, to take your complaint forward.

