

# SLCC Handling Complaints

Handling complaints are complaints about how a professional organisation deals with conduct complaints about legal practitioners. This form is not for complaints about legal practitioners.

All handling complaints **must** be made on this form which you must sign.

If you need help filling in the form or require this information in an alternative format please contact us **0131 201 2130**. You can also download a Handling Complaint Form from our website **[www.scottishlegalcomplaints.org.uk](http://www.scottishlegalcomplaints.org.uk)**



# Section 1

## About you

This section must be completed and signed by each person making the handling complaint.  
**Please note that you must have been involved in the original conduct complaint.**

	(first complainer)	(second complainer)
<b>Title</b>	<input type="text"/>	<input type="text"/>
<b>First name(s)</b>	<input type="text"/>	<input type="text"/>
<b>Surname(s)</b>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>	<input type="text"/>
	<input type="checkbox"/>	<input type="checkbox"/>
<b>Postcode</b>	<input type="text"/>	<input type="text"/>
<b>Your telephone number(s)</b>	<input type="text"/>	<input type="text"/>
	<input type="checkbox"/>	<input type="checkbox"/>
<b>Email</b>	<input type="text"/>	<input type="text"/>
	<input type="checkbox"/>	<input type="checkbox"/>

*Please indicate your preferred method(s) of communication by ticking the appropriate boxes.*

**Are you complaining on behalf of someone else?**

i.e. that person is unable/unavailable to deal with this complaint themselves

Yes     No

*If yes, you must also fill in section 2 on the next page*



## Section 2

# Complaining on behalf of someone else

If you are complaining on behalf of someone else you must fill in this section

I am making this complaint on behalf of:

<b>Title</b>	<input type="text"/>
<b>Name(s)</b>	<input type="text"/>
<b>Address</b>	<input type="text"/>
<b>Postcode</b>	<input type="text"/>
<b>Phone number(s)</b>	<input type="text"/>
<b>Email</b>	<input type="text"/>

## Consent

Have they agreed to you making this complaint on their behalf?  Yes  No

We need the person you are complaining on behalf of to sign and date in the space below. If they are unable to do so, please attach a signed letter of authority, copy of Power of Attorney or other similar document.

<b>Signature</b>	<input type="text"/>
<b>Print name</b>	<input type="text"/>
<b>Date</b>	<input type="text"/>

# Section 3

## About your complaint

This is about the way that the professional organisation has managed the complaints process, e.g. delayed progressing matters, poor communication with you, failed to consider all of the evidence etc.

Which professional organisation are you complaining about?

- Law Society of Scotland
- Faculty of Advocates
- Association of Commercial Attorneys

Has the professional organisation completed its investigation of the conduct complaint?

- Yes
- No\*

You have 6 months from the date of the final decision letter from the professional organisation to make a handling complaint. Otherwise the law says we cannot consider your complaint.

What is the date of the professional organisation's final decision letter?

Day	Month	Year

\* If the professional organisation has not yet started its investigation, or if you have concerns about the way the investigation is progressing, you should send this form to us as soon as possible.

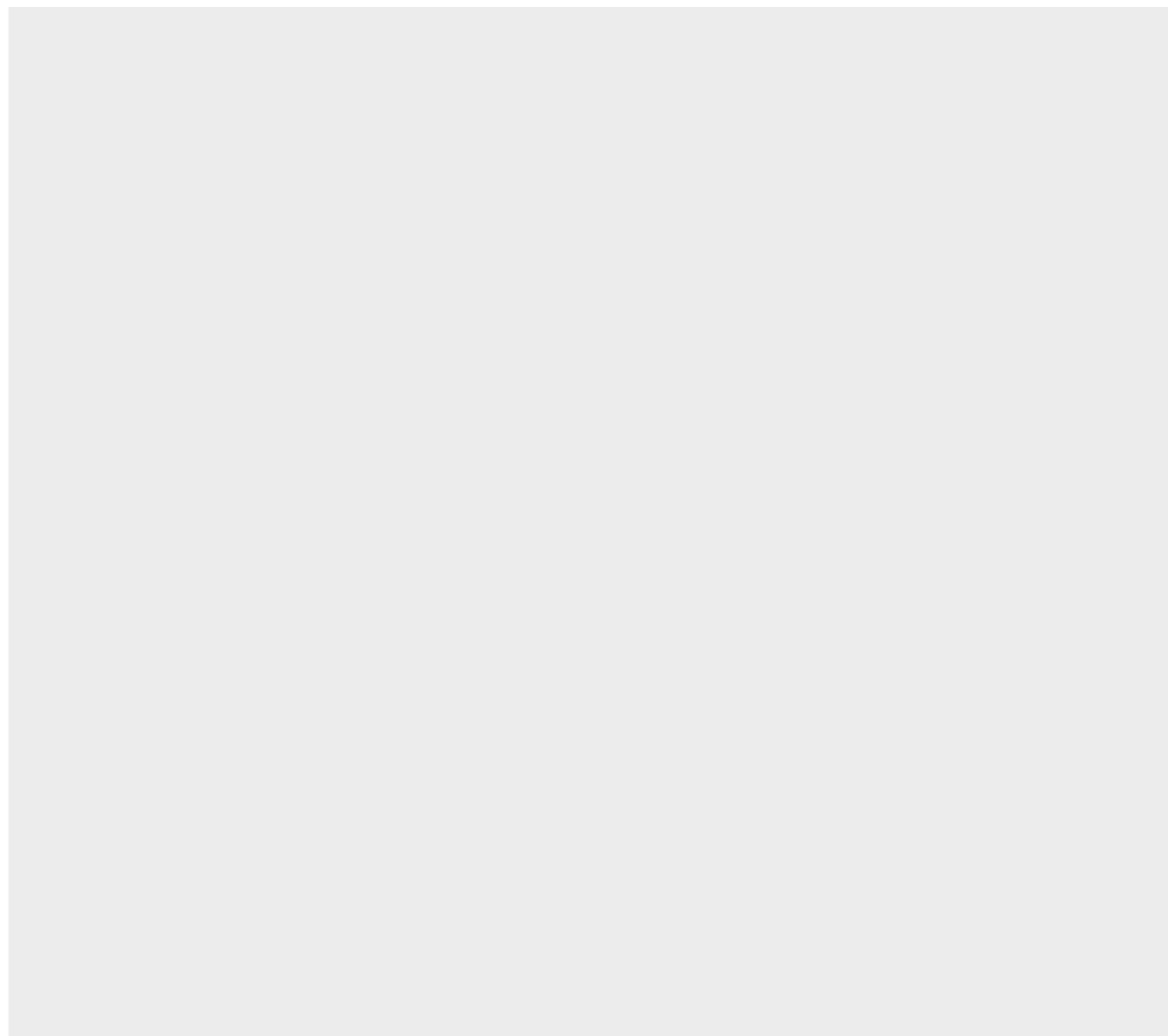
## Section 3

### **About your complaint** *(continued)*

Please provide details of why you are unhappy about the way the professional organisation is dealing/has dealt with the conduct complaint.

**This is about the professional organisation's handling of the complaints process– not about the original conduct complaint.**

**For example – delay, failure to understand the complaint, failure to take into account all the evidence, poor communication.**

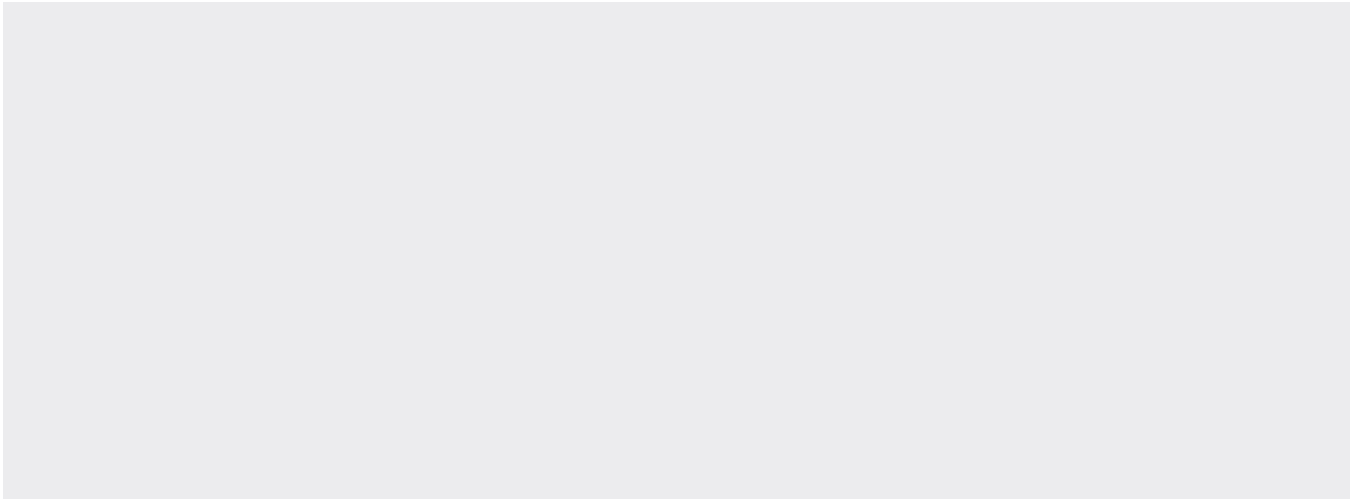


*Continue on a separate sheet if necessary.*

# Section 4

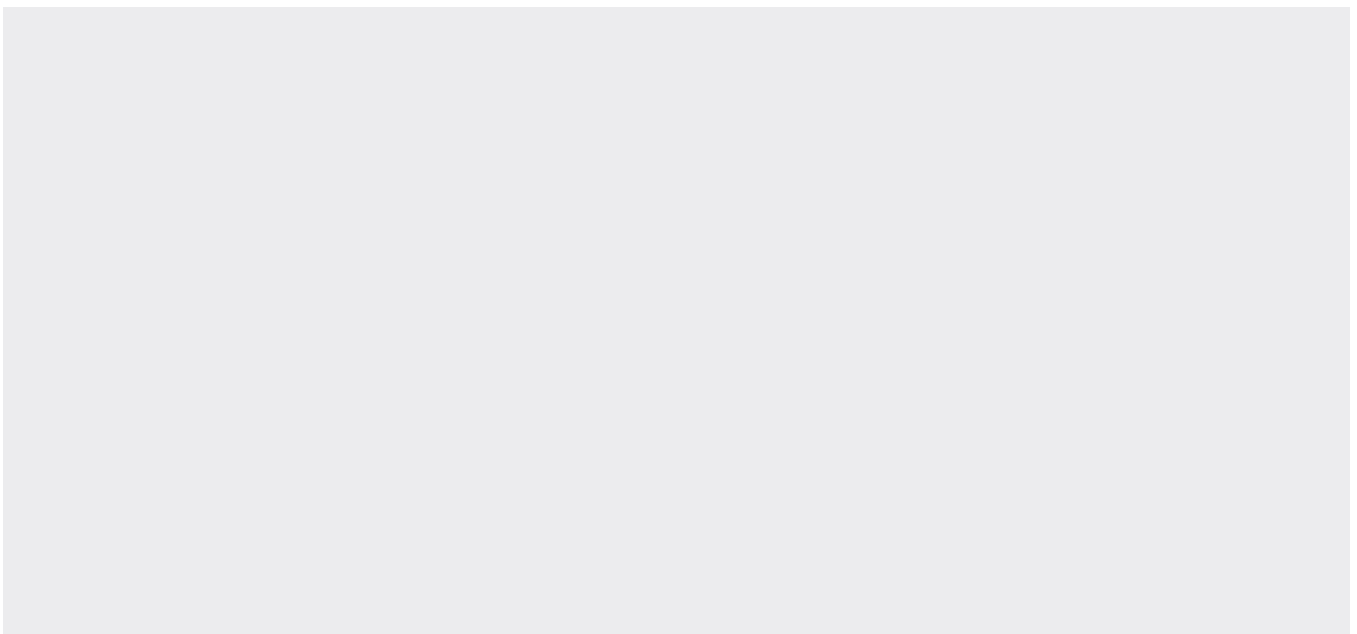
**Have you been affected by the way that the professional organisation dealt with matters?**

**This could cover things like stress and inconvenience in having to chase for updates, confusion about the process etc.**



**What would help you to resolve the problem(s)?**

**Things we can do include asking the professional organisation to revisit the complaint, pay you compensation, provide you with information, make improvements or changes to the process.**



*Continue on a separate sheet if necessary.*

# Section 5 Declaration

Please read and sign below

## How information about you will be used

- To be able to make a complaint, the SLCC will require personal information from you. Personal information includes details such as names, addresses and information about your complaint so we can deal with it.
- The SLCC will use the information you provide us for the purposes of investigating your complaint.
- We may also use information we collect to compile statistics and undertake research and analysis. Information is completely anonymised.
- We do need to share information about your complaint, including personal data, with professional organisations (named in Section 3) to comply with our statutory obligations. We may also need to provide information to our legal advisors if we need to raise a Court action where there has been a failure by the professional organisations to comply with our Direction.
- We want to be clear how we are using your information. More details can be found in the SLCC's full Privacy Notice on our website at [www.scottishlegalcomplaints.org.uk/privacy](http://www.scottishlegalcomplaints.org.uk/privacy)

We **CANNOT** investigate your complaint if you do not sign and date this form.

	(first complainer)	(second complainer)
Your Signature(s)	<input type="text"/>	<input type="text"/>
Print name(s)	<input type="text"/>	<input type="text"/>
Date	<input type="text"/>	<input type="text"/>

You don't need to send us any other documents at this stage. We will ask for more information once your complaint has been received and processed.

If you do send in documents, provide photocopies if possible. We will scan documents when we receive them and destroy the paper copies, unless you have told us that you want your documents returned.

# How to send us your complaint

Please send this form and documents to The Scottish Legal Complaints Commission:



**By Post:**

**SLCC**

**The Stamp Office**

**10 – 14 Waterloo Place**

**Edinburgh**

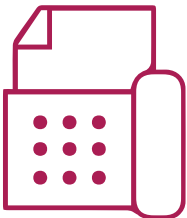
**EH1 3EG**



**By Email:**

**[enquiries@scottishlegalcomplaints.org.uk](mailto:enquiries@scottishlegalcomplaints.org.uk)**

If you are sending this form by email, please ensure your signature is scanned on to the form itself.



**By Fax:**

**0131 201 2131**

If you want to find out more about us and what we do, please visit

**[www.scottishlegalcomplaints.com](http://www.scottishlegalcomplaints.com)**

We are open from 9am until 5pm, Monday to Friday, apart from Tuesday when we close for staff training between 10am and 11 am.