

How to complain

Before you complain to us, check that you have:

1 Complain to the legal practitioner first

Before you complain to us, you need to tell the legal practitioner why you're unhappy. If you haven't we may not be able to look at your complaint. We will check if you have already complained.

2 Made your complaint in time

Check when your complaint needs to be made by. You might have 1 year or 3 years to make your complaint. Information on our time limits can be found on our website, or if you have questions about this, please contact us.

3 Included the following with your completed complaint form

- The firm's Terms of Business (if you have one)
- A copy of your complaint to the legal practitioner/firm and any response you may have received

This is all we require at this stage. We will ask for more information once your complaint has been received and processed.

If you need help filling in the form or require this information in an alternative format please contact us on 0131 201 2130. You can also fill in this form online at www.scottishlegalcomplaints.org.uk



Section 1 About you

This section must be completed and signed by each person making the complaint.

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

Please let us know of any additional needs we should be aware of when contacting you.

If you are complaining on behalf of someone else 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:

Title

Name(s)

Address

Postcode

Phone number(s)

Email

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.

Signature

Print name

Date

Section 3

Have you complained to the firm/legal practitioner?

Normally we can only look at a complaint if you have complained to the legal practitioner/firm first and given them 28 days to respond. It is best to do this in writing and to keep a copy.

When did you first complain?

Day	Month	Year

Please send us a copy

Did you receive a response?

Yes No

Please send us a copy

Please give any reasons why you feel you cannot complain directly to the firm/legal practitioner:

Section 4

Time limits

Time limits may apply to your complaint. We may not be able to deal with your complaint unless you answer these questions.

When did you ask the legal practitioner/firm to **START** working for you (for the problem you are complaining about)?

Day	Month	Year

When did you ask the legal practitioner/firm to **STOP** working for you (for the problem you are complaining about)?

Day	Month	Year

If you were not the client, when did the problem(s) you are complaining about occur?

Day	Month	Year

Section 5

About your complaint

Who are you complaining about?

- An advocate
- A solicitor
- A firm of solicitors
- An executry practitioner
- An independent qualified conveyancing practitioner
- A commercial attorney

Name of person
(if appropriate)

Name of firm

Address

Postcode

Briefly list the main points of your complaint and the date you first became aware of each problem

Complaint issue 1

Detail:

When did you first become aware of this issue?

Day	Month	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>

Section 5

About your complaint

Complaint issue 2

Detail:

When did you first become aware of this issue?

Day	Month	Year

Complaint issue 3

Detail:

When did you first become aware of this issue?

Day	Month	Year

Continue on a separate sheet if necessary.

Section 6

How has this affected you?

This could include things like upset, missing out on opportunities, loss of money etc.

Section 7

What would help to resolve the problem(s)?

Things we can do include; direct the firm or practitioner to apologise, to reduce or repay fees, pay you compensation, or to take some other action.

Continue on a separate sheet if necessary.

Section 8 Declaration

Please read and sign below:

How information about you will be used

- To be able to make a complaint, the SLCC requires personal information from you. Personal information includes 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 and determining 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 relevant professional organisations in order to comply with our statutory obligations. These include the Law Society of Scotland, the Faculty of Advocates, Scottish Legal Aid Board and the Association of Commercial Attorneys. We may also need to provide information to our legal advisors in the case of any appeal against our decisions.
- We want to be clear on 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.

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"/>

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

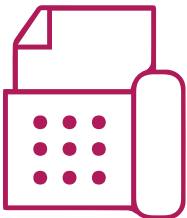
EH1 3EG



By Email:

enquiries@scottishlegalcomplaints.org.uk

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

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