



# Complete our complaint form

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## Section 1

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### about you

This must be completed by the person(s) making the service or conduct complaint.

You should give relevant contact details e.g. address, telephone number(s) etc. It is also important to let us know if your contact details change.

If you have any additional needs that you think we should be aware of when contacting us, please let us know.

If you are complaining on behalf of someone else, you must also complete **section 2**.

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## Section 2

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### complaining on behalf of someone else

This section is **ONLY** to be completed if you are complaining on behalf of someone else. We may contact them to confirm that they have consented to the complaint being made on their behalf.

It is important that the person you are making the complaint on behalf of signs the form. If they are unable to do so, we ask that a signed letter of authority, copy of Power of Attorney or other similar document is provided.

If you are making the complaint on behalf of someone, we will primarily correspond with you, unless we are told otherwise.

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## Section 3

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### 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/by email and to keep a copy.

We will check that you have made the complaint to the practitioner/firm before making your complaint to us. If you don't, your complaint may be rejected as premature.

If you are having difficulty contacting the legal practitioner/firm then get in touch with us.

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## Section 4

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### time limits

There are strict time limits within which you need to make your complaint. If you make a complaint after the time limit has passed, it is unlikely that we will be able to consider your complaint unless there are exceptional circumstances.

The time limit will depend on what type of complaint you are making.

Because of the time limits, it's a good idea to make your complaint to us as soon as possible after you become aware of the issue.

You can find information about time limits on our [website](#).





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## Section 5

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### about your complaint

To complete this section we need to know the details of who you are complaining about.

Also in this section we ask you to briefly list the main issue(s) of your complaint. Please provide dates for when the issue(s) occurred, or when you first became aware of them.

The more precise you can be, the better. If you have several issues and require more space, please use a separate sheet and attach it to the complaint form

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## Section 6

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### how has this affected you?

Please tell us how the actions of the practitioner/firm affected you. This could include things like upset, missing out on opportunities etc.

If you had to pay for things as a result of the practitioner's/firm's actions, tell us how much you had to pay and send us copies of receipts, if you have these.

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## Section 7

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### what would help to resolve the problem(s)?

Please tell us how you would like your complaint to be resolved.

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

There may be things that we will not be able to do, but this is something we will be able to discuss with you once your complaint has been received.

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## Section 8

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### declaration

We cannot investigate your complaint until we receive a signed and dated complaint form. If you are submitting the form electronically, you can either print, sign and send the form to us, or send us a scanned copy of the complaint form.

If you are submitting a joint complaint, please ensure each complainer signs the form.

By signing the form, you are consenting to the SLCC using the information you provide for the purposes of investigating and determining your complaint.

The form also details who we may share information about your complaint with.

Full details on how we use your information 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)

If we accept or reject your complaint, we will notify the practitioner/firm that we have received a complaint from you, the subject of that complaint and the decision we have reached.

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## Diversity monitoring form

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The information given on this form will help us monitor who uses our services and to ensure we reach the widest possible audience.

The information is confidential and will be kept separate from your complaint form. It will not affect the way your complaint is handled.

You do not have to fill in this form. However, it would be useful for us if you did.





**0131 201 2130**

If you require this information in an alternative format (such as audio, large print or braille) please contact us.

**Scottish Legal Complaints Commission  
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10-14 Waterloo Place  
EDINBURGH EH1 3EG**

**Phone: 0131 201 2130  
Fax: 0131 201 2131**

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** @slccccomplaints**

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