

# 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.

