



## Complaints Procedure

We sincerely hope that you will not have any experience in using iLaw about which you might want to make a complaint. However, if any such occasion does arise, this document sets out the procedure that both you and iLaw should follow.

### 1 How can you make your complaint?

- Either by telephone to the office where the problem arose

Ask to speak to the firm's Managing Director Mark Culbert, who will try to sort the matter out there and then. If this is not possible because some investigation is necessary, he should reply to you by telephone, or letter, within 8 working days, from the date your complaint was received.

- Or in writing, by letter or by email to the firm's Managing Director Mark Culbert

You should expect to receive a reply to your complaint within 8 working days from the date your complaint was received.

In making any complaint, please make sure that you:

- Explain clearly the nature of your complaint;
- Describe any facts and events relating to it;
- Provide copies of any relevant documentation;
- Say why you think that a member of staff has made a mistake;
- Say what loss (if any) you have incurred as a result.

### 2 Can you include a claim for compensation with your complaint?

Yes, you can. However you should remember that we will only pay compensation where you can show that you have lost money, or incurred additional expense, as a result of a mistake (called 'maladministration') made by a member of staff. If you are claiming compensation, it is important that you provide any documents you have to prove your loss.

### 3 What will happen when your complaint is received?

Your complaint will be investigated and a report prepared. Information for the report will be obtained from all relevant sources and depending on the nature of your complaint, this may include:

- Contacting you to ask for further information;
- Interviewing members of staff;
- Looking through the file;
- Checking procedural rules.



The report will help us decide whether your complaint is justified and, if it is, what the response to your complaint (and any claim for compensation), should be.

The reply you receive will tell you what sources of information have been used to check the facts surrounding your complaint. If your complaint is found to be justified, you will receive an apology and will be told what will be done to put matters right.

#### **4 Is there anything you can do if you disagree with the reply you receive?**

You may be entitled to complain to the Legal Ombudsman, although there are strict qualification criteria. The Legal Ombudsman will only hear complaints from:

- (a) an individual;
- (b) a “micro-enterprise”, broadly meaning an enterprise with fewer than 10 staff and a turnover or balance sheet value not exceeding €2million;
- (c) a charity, club, association or society with annual income of less than £1million;
- (d) a trustee of a trust with net asset value of less than £1million; or
- (e) personal representatives or residuary beneficiaries of a person with a complaint died before referring it to the Legal Ombudsman.

However, it is important that you understand that even if you are able to bring a complaint with the Legal Ombudsman, further consideration of your complaint will not necessarily result in a different outcome. You can contact the Legal Ombudsman at:

Legal Ombudsman  
PO Box 15870  
Birmingham  
B30 9EB

Tel: 0300 555 0333  
Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

There is a time limit for contacting the Legal Ombudsman which is usually 6 months from the end of the firm’s own complaints procedure however this can be checked on the Legal Ombudsman’s website (above).

#### **5 Right to complain to the Solicitors Regulation Authority (SRA)**

You may also complain to the Solicitors Regulation Authority at any time. For more information, please visit <https://www.sra.org.uk/consumers/problems/>

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