

Legal Services Ombudsman

Complaint form

What kind of complaints do we deal with?

The Legal Services Ombudsman (LSO) is here to resolve issues if you have complained about a lawyer, and you are dissatisfied with the way in which the lawyer's Approved Regulator investigated the matter.

What will we consider?

When the Ombudsman reviews the way that an Approved Regulator has handled a complaint, he will consider whether:

- the investigation was thorough, and fair;
- all the relevant facts were taken into account;
- the conclusions reached were reasonable, and properly explained;
- the investigation was handled efficiently, without unnecessary delay; and
- the outcome was appropriate (for example, the lawyer may have been disciplined, or you might have been awarded compensation).

As of 1 January 2011 the Ombudsman can no longer investigate the handling of a complaint by an Approved Regulator that arises from a conduct matter.

What will we do if we decide that the Approved Regulator did not deal with your complaint effectively?

The Ombudsman might decide that the Approved Regulator's handling of your complaint was satisfactory. However, if he takes the view that there were shortcomings in the Approved Regulator's investigation, he may:

- re investigate some, or all, aspects of the complaint;
- formally criticise the Approved Regulator; and
- award you compensation for any distress or inconvenience the Approved Regulator may have caused you,

The Ombudsman also has the power to make a recommendation that an authorised person compensates you for any distress and inconvenience caused.

The Ombudsman's decision is the final stage in the complaints handling process. There is therefore no right of appeal against his decision should you not agree with it.

Website: <http://www.olso.org/>

Finally, before filling in this form or phoning us, it will help if you have:

- the details of the Approved Regulator who handled your complaint;
- the Approved Regulator's reference number; and
- the date of the Approved Regulator's final decision letter.

If you would prefer to talk through your complaint on the telephone, please call us on Tel 0300 300 3100 to speak to one of our team. All calls are recorded.

Or you can fill in this form and post it to us: PO Box 16079, BIRMINGHAM, B30 9EF

Alternatively you can email the form to enquiries@legalservicesombudsman.org.uk

Please write as clearly as you can, as it will help us understand your complaint. **There is no need to send us any documents or other evidence at this stage.**

When we ask you for documents, please only send copies. We will scan any documents you send us to make computer copies and then destroy the originals. So please make **copies** of any important papers relating to your complaint – such as letters, statements, official documents or certificates - and when we ask, send us only copies.

About you...

How would you like us to address you?
(Mr/Mrs/Ms/Doctor/Professor):

Other (please specify)

Your first name:

Your last name:

Your email address:

Your address:

Post code:

Your phone number:

About you... continued

Are you making a complaint on behalf of someone else? If you are:

What is their name?

What is their address?

 Post code:

Have they agreed to you making this complaint on their behalf?	What is your relationship to the person with the complaint?
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="text"/>

We may ask you to provide evidence that you can complain on their behalf.

If they have not agreed, please go back to them and make sure they want you to complain on their behalf. You might even suggest they get in touch with us themselves.

Our service is free to use and you don't need any special skills to make a complaint.

If you need information in another language, in large print, Braille or on audio CD, please let us know.

About your complaint...

Which Approved Regulator are you complaining about?

If you have complained to more than one Approved Regulator, you may need another complaint form. Please contact the office and our staff will be able to supply another form.

Please tick one:

- | | |
|--|--------------------------|
| Legal Complaints Service (LCS) | <input type="checkbox"/> |
| Bar Standards Board (BSB) | <input type="checkbox"/> |
| Council for Licensed Conveyancers (CLC) | <input type="checkbox"/> |
| Institute of Legal Executives (ILEX) | <input type="checkbox"/> |
| Chartered Institute of Patent Attorneys (CIPA) | <input type="checkbox"/> |
| Institute of Trade Mark Attorneys (ITMA) | <input type="checkbox"/> |

What was the Approved Regulator's reference number?

What was the date of the Approved Regulator's final decision letter?

Please send us a copy of the Approved Regulator's final decision letter, if you can.

You will need to send your completed application to the Ombudsman within three months of receiving the Approved Regulator's final decision letter. If you miss or have missed the three month deadline for applications to this office, the Ombudsman will not normally consider your case. However, he may extend this deadline if he thinks that there are exceptional reasons for doing so. If you have missed the three month deadline and there are exceptional reasons why we should consider your complaint, please provide them below.

Why are you dissatisfied with the way in which the Approved Regulator dealt with your complaint?

For example, they took too long, they misunderstood your complaint, or they did not deal with your complaint. You do not need to repeat the complaint about the lawyer. The Ombudsman will have access to the Approved Regulator's file and this will contain all the correspondence that you sent to them. You may attach a separate sheet if you need more space.

What effect has this had on you? Please describe any inconvenience and/or distress that you have suffered as a result of the Approved Regulator's handling of your case.

What would you like us to do? What would you like the Ombudsman to do to resolve your complaint?

Details of the lawyer you complained about

Please tell us the full name and address of the lawyer or law firm involved.

Name of lawyer/firm:

Lawyer's/firm's reference:

Address of lawyer/firm:

Post code:

Contacting you....

We prefer to do as much as possible over the phone, but this might not suit everyone.

How would you like us to contact you in future?

By phone

By email

By post

If by phone, what time of day is best for you?

If you would like any form of help to access our service or communicate with us, please tell us what you need. We can offer large print, Braille, audio CD and translations.

What we do with the information you provide...

If we are going to consider your complaint, you need to be aware of what we do with the information you provide.

Data protection

We will need to handle personal details about you to deal with your complaint effectively. This could include sensitive information. We also may need to exchange information about a complaint with the lawyer or firm you have complained about and any other relevant organisations.

Please make copies of any documents you send us

We will scan any documents you send us to make computer copies and then destroy the originals. So please make copies of any important papers relating to your complaint – such as letters, statements, official documents or certificates - and send us only the copies. You should keep the originals yourself.

And finally...

Having prepared this information, you can now either phone us on **0300 300 3100**, or post/email this form to:

PO Box 16079
BIRMINGHAM
B30 9EF

Email: enquiries@legalservicesombudsman.org.uk

Website: <http://www.olso.org>

If you are posting this form to us, please sign your name below and write in today's date:

Your signature:

Today's date:

Thank you for filling in this form.