

Formal complaint letter template

Put your complaint in writing to the lawyer or law firm concerned. Clearly write 'Formal complaint' at the top of your letter and keep a copy (see the example we have suggested in the letter template below). Keep copies of everything, including any replies you get.

Name of the person you are writing to

Name of the law firm

Building number and street name

Town

County

Postcode

Your name

House/ flat/ building number and street name

Town

County

Postcode

Your telephone number

Today's date

Formal complaint against [name of lawyer or law firm]

Dear Mr/Mrs/Ms [name of the law firm contact]

I am writing to make a formal complaint against [name of lawyer]. My complaint is that they failed to provide me with a satisfactory service when ...

- describe what the lawyer had been hired to do for you [for example dealing with the sale or purchase of a house]
- say when this was [give the date or dates when the problem occurred].

My complaint is that [list what you think went wrong or wasn't done properly. Be as clear as you can. It can help to make it short and to the point]...

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LEGAL
OMBUDSMAN

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This situation has caused me [describe the impact this issue has had on you, your family or others who have been affected by the problem]...

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In my view, you should [describe what you think the lawyer should do to put things right. Apologise? Return documents they've been holding on to? Do more work to put things right? Pay you some money to compensate you for something you have lost or had to pay for as a result of their poor service?].

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I understand that you are required to respond formally to my complaint. I shall follow up this letter if I do not hear back from you by [give a date in about seven days' time]. In the meantime, if you need any further information from me, please [telephone me on the above number/ write to me at the address shown].

I look forward to hearing from you in the very near future.

Yours sincerely

Sign your name and write or print it out again underneath

