

Legal Ombudsman Complaint Form

Before we can help with your complaint, you will need to:

- already have complained to the provider and allowed them up to eight weeks to provide a full response;
- know the date on which the problem occurred, and the dates that you made the complaint;
- provide us with your contact information and email address, if you have one.

Additionally:

- If your complaint was made by email or letter, please send us a copy of your complaint together with copies of any responses received with this complaint form. **Please do not send us any other information at this time, such as photos or other legal documents; we will let you know if we need any more evidence from you.**
- If you have agreed to make this complaint on behalf of someone else you will need to ask them to sign and date this form in the space below, or provide a signed letter of authority if they are able to do so. If they are unable to do this, please send us a copy of the Power of Attorney or other similar document.
- If you are bringing a complaint on behalf of a small business or charity, we will need copies of the audited accounts and details of the number of staff employed.

To find out if you are ready to bring your complaint to us please [see our factsheets on our website](#).

About you, please tell us if you are:

The person who received the service

The person representing the complainant or small business/charity

Title:

Your first name:

Your last name:

Your full address:

Your email address:

Your telephone number:

Alternate telephone number:

If you need information in another language or in another format such as large print, Braille or on audio CD, please get in touch.

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

What is their full name?

What is their full postal address?

What is their telephone number?

What is your relationship to the person who wants to complain?

Have they agreed to you making this complaint on their behalf?

Please ask them to either sign and date this form in the space below, if they are able to do so, or attach a signed letter of authority. If they are unable to do this, please send us a copy of the Power of Attorney or other similar document.

Signed

Dated

The complaint

What is the name and address of the firm or service provider?

What is the name of the person you would like to complain about?

What legal work did you ask the service provider to do for you? For example, buying or selling a house or business premises, family matters, a personal injury, or drawing up a contract or will.

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How was the work paid for? For example, legal aid, private payment, no win-no fee, pro bono (free), insurance.

When did you ask them to start working for you? And are they still working for you now on this matter?

What are you complaining about? Please list briefly what the service provider did (or did not do) that made you unhappy with the service you received. Please also tell us the date that you first became aware of each problem.

Date you first became aware (dd/mm/yyyy)

Problem

Date you first became aware (dd/mm/yyyy)	Problem

When did you complain to the service provider? Please provide the full date or dates.

How did you complain? By email, letter, phone call or meeting. Please send us a copy of the complaint if you have one.

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What is the name of the person who dealt with your complaint? (complaint handler)

What was the date of the service provider's full response to your complaint?

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What did the service provider say in their response to your complaint? Please provide details including whether the firm or service provider has offered to put things right; such as offering compensation, reducing your bill or an apology. Please send us a copy of the response.

What effect has the service provider's service had on you? This could be anything from feeling upset or embarrassed, missing out on something important to you, or even losing money.

What would put things right for you?

If we do think there has been a problem with the service you have received from your service provider, then our aim is to help put things right. This could be an apology, the return of files or completing the work. We have no powers to discipline or fine service providers but in some cases we might decide that some compensation will help to put things right.

Have you made a complaint before to us or anyone else about this matter? If yes, who did you complain to?

If you have; when did you complain before? Please provide the full date or dates.

Before sending this form to us, please make sure you have completed all areas, and then sign and date the form below:

Signed

Dated

Important things to know about how we handle your information

Calls are recorded, including calls you make to us, calls we make to you as well as calls to other people and organisations.

We will need to handle personal details about you which could include sensitive information.

We will need to share information we consider relevant about your complaint with the service provider and with their approved regulator.

We use information from the complaints that come to us to improve our service, and to help shape how we work and our policies. We may share information about this case, including your contact details, with carefully selected third parties for research purposes, such as customer satisfaction surveys. If you do not want us to share this information, or to be contacted for these purposes, please let us know.

We publish data about all cases that require an ombudsman's decision, including the name of the service provider, the decision of the ombudsman and the area of law. We will not publish your name or personal details. Further information can be found in the 'Data and decisions' area of our website.

We comply with data protection rules at all times. You can contact our dedicated team (compliance@legalombudsman.org.uk) for further information about this and any freedom of information requests.

All documents you send to us will be scanned on to our computer system and then destroyed after 28 days. Case related information that is stored electronically will usually be deleted 18 months after the case file is closed.

Please do not send us original documents unless we ask you to. If we do ask you to send us original documents, we will keep them safe and return them to you.

How to send us this form

Please complete this form electronically, then save to your computer and email it to us. Alternatively, you can print it, complete by hand and post it to us. Please send to us along with any of the required documents we have asked for:

Email us: enquiries@legalombudsman.org.uk

Write to us: **Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ**

For any queries you can call us on: **0300 555 0333**

We are open 8.30am to 5.30pm Mon-Fri.

Calls will cost no more than those to national geographic numbers (starting 01 or 02) from both mobiles and landlines.

If you are calling from overseas, please call: **+44 121 245 3050**

NGT Lite users: 18001 0300 555 0333

Minicom text phone user: 18002 0300 555 0333