



COMPLAINT FORM

Please use black ink if completing by hand

We recommend that before completing this form, you read our information leaflet "Complaints about solicitors" (which is available on request from the Society, or can be accessed on our website www.lawsociety.ie/complaints).

If you have any difficulty in completing this form, you might consider contacting your nearest Citizens Information Services (C.I.S.) Centre for assistance.

Please tick this box when you have read our information leaflet:

View the Society's privacy notice online at www.lawsociety.ie/privacy-complainants.

PART 1 YOUR PERSONAL DETAILS

Mr/Mrs/Ms:

First name:

Surname:

Address:

Telephone:

Mobile: *(optional)*

Email address: *(optional)*

I request the Law Society to investigate my complaint and consent to this form being copied to the solicitor. I confirm that my solicitor may disclose details concerning this complaint or any information pertinent to the matter to the Law Society

SIGNED:

Name *(in block capitals)*:

Date:

We cannot investigate your complaint if you do not sign and date the form and supply your current postal address.

IF YOU ARE MAKING A COMPLAINT OF BEHALF OF ANOTHER PERSON, THAT PERSON MUST SIGN HERE:

I, _____ confirm that this complaint is made on my behalf and with
(Insert name in block capitals here)
my consent, and I authorise the Society to correspond with the person named in Part 1 above.
I am aware that a copy of this complaint will be sent to my solicitor.

SIGNED:

Date:

PART 2 THE SOLICITOR YOU ARE COMPLAINING ABOUT

If you wish to complain about more than one solicitor, **you will need to complete a separate form for each solicitor.**

Name of the solicitor:

Name of the firm:

Firm's address:

Have you made your complaint directly to the solicitor or notified him of your intention to complain to the Society? *[If so, please furnish details. If not, we suggest you consider doing so before proceeding with this complaint]*

Are you a client of this solicitor?

Yes No

If the solicitor you are complaining about is a solicitor who represents someone else, we may not be able to help – please see our information leaflet or consult our website www.lawsociety.ie/complaints.

Have you written previously to the Society about this matter?

Yes No

If yes, when? Please furnish our reference, if available.

What do you hope to achieve by making this complaint?

PART 3 THE LEGAL SERVICES PROVIDED

If you are complaining about the administration of an estate, please ignore this page and go straight to Part 4.

What was the solicitor instructed to do? (eg personal injury claim, family law matter, buying or selling property)

When were the services provided? *(approximate dates are sufficient)*

Did your solicitor send to you any written information about the cost of the work? Yes No
If yes, please furnish a copy.

Is the work finished? Yes No
If yes, when?

If you are making a complaint about the services provided by your solicitor, when did you first become aware of the problem?

Have you paid your solicitor? Yes No
If yes, please furnish details of payments made.

Are there any legal proceedings relating to this complaint? Yes No
If yes, please furnish a copy.

PART 4 COMPLAINT ABOUT THE ADMINISTRATION OF AN ESTATE

Name of the person who died:

Date of death:

Did the deceased leave a Will?:

Name of the Executor or Administrator:

Are you entitled to a share of the estate?: Yes No

When was the solicitor instructed? (approximate dates are sufficient):

Did the solicitor issue any written information about the cost of the work to you or any other person connected with the estate?

Yes No

If yes, please furnish a copy.

Is the work finished? Yes No

If yes, when?

Has the solicitor been paid? Yes No

If yes, please furnish details of payments made.

Are there any legal proceedings relating to this complaint? Yes No

If yes, please furnish a copy.

PART 5 SUMMARY OF YOUR COMPLAINT

It would be helpful if you could set out your complaint(s) in a concise manner. If you have more than one complaint, please list them in numbered paragraphs. Extra pages may be added if necessary. Please attach copies (not originals) of any relevant documents. If your complaint is about fees, please attach a copy of the bill, if you received one.

Send the original signed form, with copies of any relevant documents or bills to:

Complaints and Client Relations Section,
Law Society of Ireland,
George's Court, George's Lane,
Dublin 7.

T 01 879 8700
F 01 879 8785
E complaints@lawsociety.ie

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