

Legal Ombudsman

We are here to help
with legal complaints



LEGAL
OMBUDSMAN



EasyRead version



What do we do?



We help sort out any complaints you might have about lawyers who have worked for you.



But we can only do this after you have made a complaint to them first.



To check if your complaint is something we can look at, please call us on:

0300 555 0333



About us

We are independent. This means no one can tell us what to do.



We have powers, this means we can do things to put things right if we think lawyers have done things wrong.



We do not take sides. When we look at a complaint we look at what has really happened, before we decide who is right.



If we think a lawyer did not do well enough we make sure they put it right.



Our service is free.

What can we help with?



There are lots of different types of legal complaints we can look at.



Things like if you are unhappy with how a lawyer has:

- dealt with a will



- sorted out a family or children issue



- helped you with support services



- worked on a personal injury claim



- dealt with buying or selling a house.



We cannot look at the things a court has decided, just the things your lawyer has done.



To check if your complaint is something we can look at, please call us on:

0300 555 0333



Or look on our website:

www.legalombudsman.org.uk



If we cannot help you we might be able to tell you who can.

Who can use the Ombudsman service?



Our service is open to nearly everyone, including very small businesses, charities, clubs and trusts.



To check if we can help you, please call us on:

0300 555 0333



Who should get in touch with us?

We like it best if you can get in touch with us yourself.



If someone else rings up for you we will need to check that you have agreed they can speak for you.



If you pay someone else to speak for you, you will have to pay them yourself.

How to make a complaint



Step 1. Tell your lawyer

You should always get a good service from your lawyer. But sometimes things go wrong.



If you are unhappy with anything, you need to tell your lawyer first so they have a chance to sort it out.



They will be able to tell you how they deal with complaints.

Tell them you want to make a complaint as soon as possible. Don't leave it too long.



If you are still not happy with what they have done you can then contact us.



If you are having any problems getting in touch with your lawyer and don't know what to do next please call us on:

0300 555 0333

What do we do?

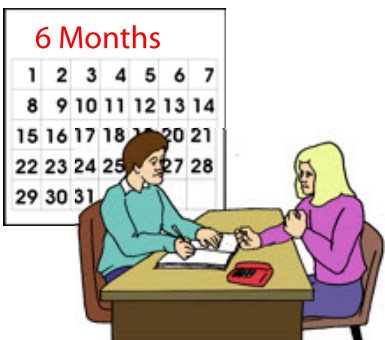


Step 2. Give your lawyer enough time to sort things out.

You should give your lawyer 8 weeks to sort things out.



If you are still unhappy after 8 weeks let us know as soon as possible.



You have up to 6 months to tell us about it.



There are time limits about making a complaint.

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

We can usually only look at complaints within one year of the problem happening, or within one year of you finding out about it.



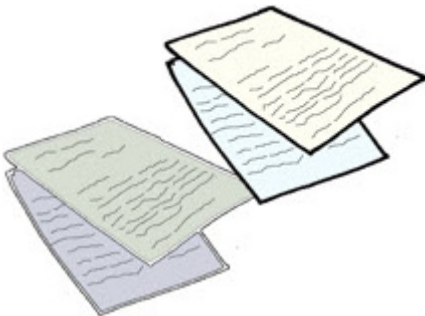
Step 3. Give us what we need.

After you have told us about your complaint we will ask you and your lawyer for some more information.



We will need to:

- know what you have done so far



- have copies of any letters you have had



- have copies of any other notes you have made about it all.



It will help if you can also tell us:

- the name and address of your lawyer



- the date you first told them you had a complaint



- the date when you first noticed the problem you are complaining about



- what they have said to you about it so far.

What happens next?



If we think your lawyers have not been good enough we can ask them to:

- say sorry to you



- include information you may need or documents which belong to you



- do more work for you if this might make things better



- give you some or all of your money back



- give you some money if you have lost out or been badly treated. This could be up to £50,000. But usually it is £1000 or less.



Most of the complaints we see are quickly sorted out by getting everyone to agree on what is fair.



We can look into a problem in more detail if it needs it. But this takes more time.

How to get in touch with us



If you want to find out more about what we do please go to our website:
www.legalombudsman.org.uk



To find out if we can look at your complaint please call us on:
0300 555 0333



Or email:
enquiries@legalombudsman.org.uk



If you are calling from another country please call:
+44 121 245 3050



Minicom:
0300 555 1777



Or write to:
Legal Ombudsman
PO Box 6167
Slough
SL1 0EH

If you do write to us, please only send us copies of your paperwork, because we put everything on computer and then shred our post.



If you would like this information in another language or format:



call us on:
0300 555 0333



Or email:
enquiries@legalombudsman.org.uk