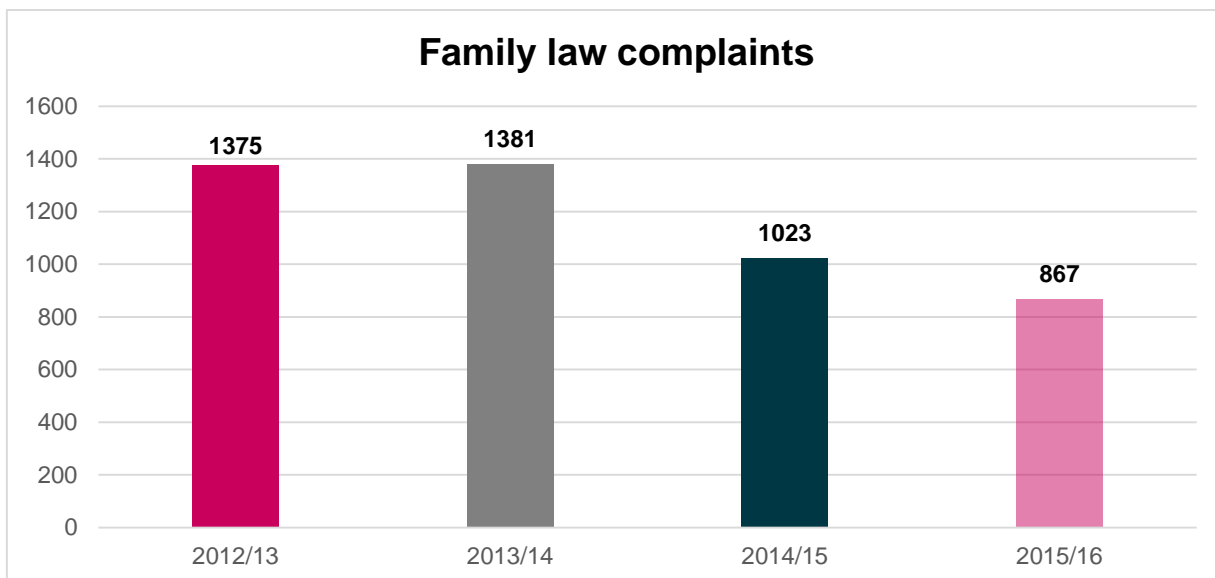


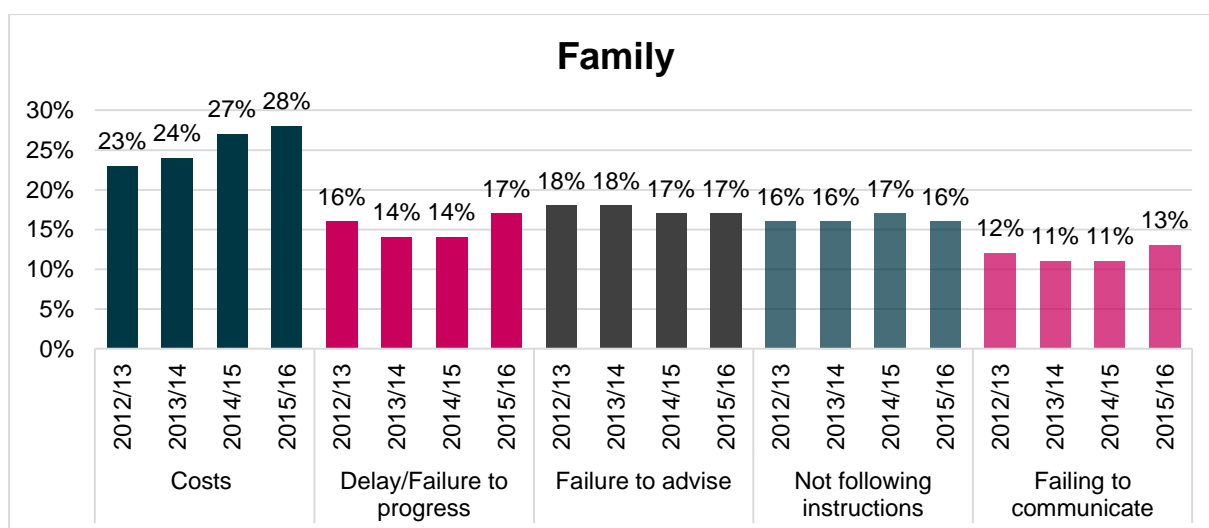
Family law has always been the second most complained about area of law.



Complaints were initially stable for the first two years, however in 2014/15 and 2015/16 there have been significant reductions, and in 2015/16 we received 500 fewer complaints than two years ago. The most obvious reason for this reduction is the changes in the availability of legal aid.

What do consumers complain about¹?

We collect data to show what complaints the consumer has made about their service provider. Consumers will often complain about more than one issue which means we will always have more complaint types than actual complaints.



- Complaints about **costs** have always been the biggest complaint area in family law and have increased from 23% in 2012/13 to 28% last year.

¹ Some of these complaint areas have been combined. Costs = costs excessive and unreasonable costs. Delay = delay and failure to progress. Failure to communicate = failure to keep informed and failure to reply.

Resolution:



6,399

Total resolved
complaints

867

Total resolved
family complaints

14%

% of overall
complaints

How were complaints resolved:



31%

Informal
resolution

42%

Ombudsman
decision

27%

Closed

Remedies:



36%
no remedy

20%
compensation for
emotional impact

23%
to refund or
limit fees

2%
compensation
for financial loss