

Complaint template

Model Complaints
Resolution Procedure



Version

Version	Description	Date
1.0	First release of guidance	29 July 2026

Look at your legal service provider's complaints procedure or website for the contact details for making a complaint. When we use the words legal service provider, we mean a solicitor, conveyancer, barrister or other lawyer or legal professional.

The grey sections of this letter are for you to add your own text.

If you're sending a letter in the post, include the address you want your legal service provider to respond to, as well as the date you write the letter.

Email subject line / letter heading: Complaint about your service [*Or choose your own, making clear it's a complaint*]

Reference number:

Dear [Name]

I want to complain about the service I have received from you. I have explained below why I'm unhappy, the impact this has had, and how I would like things put right.

What this complaint is about

My complaint is about the service I have received in relation to [free text]

*Here you can briefly explain what the legal service provider has been doing for you.
Remember our key tip:*

- *Say it's a complaint.*
- *Be constructive and respectful.*

Why I'm unhappy with the service I received

I am unhappy that [free text].

*Here you can explain why you're unhappy with the service you've received.
Remember our key tips:*

- *Explain things clearly and simply.*
- *Give useful details if you can.*

- *List what you're unhappy about.*

How this has affected me

The issues I have set out above have affected me [Free text]

Here you can explain the affect the problem has had on you – whether this is emotional, practical, financial or a mix. If your complaint is about more than one issue, explain the affect of each one.

Remember our key tip:

- *Say how the problem has caused the affects, what happened to you and why you think this happened.*

How I would like things put right

To put things right, I would like you to [free text]

Here you can explain how you would like the issue, or issues, resolved – whether this involves something practical, financial or a mix.

Remember our key tip:

- *Focus on practical solutions that are in the legal service provider's control.*

Next steps

I would be grateful if you could let me know you have received my complaint and let me know the next steps.

I hope you can resolve my complaint quickly and fairly. Please let me know if you need any more information.

Here you can include any practical support you'd like the legal service provider to be aware of – for example, different format of communication, or times you're not available.

Yours sincerely (*if you've written to a named person*) / Yours faithfully (*if you've written to Sir/Madam or a job title*)

[Name]