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**Personal Information:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Name:** |  | **Reference No:** |  |
| **Email :** |  | **Phone No:** |  |
| **Address:** |  | | |
|  | | | |
| **Law Centre Attended:** |  | | |
| **Name of Solicitor/Staff your complaint is about:** |  | | |

**Type of Complaint:** Please tick ✓ the following which applies to your case. If more than one option applies please tick multiple.

|  |
| --- |
| Complaint: |
| Change of Solicitor request: |

|  |  |
| --- | --- |
| **Nature of Complaint:**  \*Please tick ✓what is applicable to your complaint | |
| Delay in progression of your case |  |
| Customer service standard |  |
| Not acting on instructions |  |
| Lack of communication |  |
| Length of time on waiting list |  |
| Relationship broken down with your legal representative |  |
| Other |  |
| If you have selected “Other” please specify: | |

**Does this complaint relate to a previous complaint? If yes please list previous complaint reference below:**

|  |  |
| --- | --- |
| **Complaint Ref:** |  |

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**Please outline your complaint below:**

**What possible solution/remedy are you looking for?**

**Where to send Complaint Form:**

You can send this Complaints Form via email to [Complaints@legalaidboard.ie](mailto:Complaints@legalaidboard.ie) or by post addressed to:

Complaints Officer

Legal Aid Board,

48-49 North Brunswick Street

Georges Lane

Smithfield

Dublin 7

D07 PE0C

Further details of complaints procedure can be found in the [Information Leaflet: Customer Care and Complaints Procedure](https://www.legalaidboard.ie/en/about-the-board/customer-charter/complaints-procedure/leaflet-no-9-customer-care-and-complaints-copy.pdf)