

**Personal Information:**

<b>Name:</b>		<b>Reference No:</b>	
<b>Email :</b>		<b>Phone No:</b>	
<b>Address:</b>			
<b>Law Centre Attended:</b>			
<b>Name of Solicitor/Staff your complaint is about:</b>			

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

Complaint:	<input type="checkbox"/>
Change of Solicitor request:	<input type="checkbox"/>

<b>Nature of Complaint:</b>	
*Please tick ✓ what is applicable to your complaint	
Delay in progression of your case	<input type="checkbox"/>
Customer service standard	<input type="checkbox"/>
Not acting on instructions	<input type="checkbox"/>
Lack of communication	<input type="checkbox"/>
Length of time on waiting list	<input type="checkbox"/>
Relationship broken down with your legal representative	<input type="checkbox"/>
Other	<input type="checkbox"/>
If you have selected "Other" please specify:	

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

<b>Complaint Ref:</b>	
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**An Bord Um  
Chúnammh Dífthiúil**  
Legal Aid Board

**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](#)