

Complaint Form

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

Nature of Complaint:	
*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:

Complaint Ref:	
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Please outline your complaint below:

Where to send Complaint Form:

You can send this Complaints Form via email to 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](#)