

**THE INSTITUTE OF LEGAL EXECUTIVES**  
 Kempston Manor, Kempston, Bedford MK42 7AB. Tel 01234 845706

**COMPLAINT FORM**

This form must be used if you wish to make a formal complaint against a member of the Institute of Legal Executives.

The Institute will copy this form and any additional documents that you to the person you are complaining about so that they can provide their response.

Please read the Institute’s complaints handling leaflet before completing this form.

<b>1. DETAILS OF COMPLAINANT</b>	
<i>Please provide the following details about the complainant</i>	
Name Mr/Mrs/Miss	Address
Telephone No (home)	
Telephone No (work)	
	Post Code

<b>2. DETAILS OF PERSON YOU ARE COMPLAINING ABOUT</b>	
<i>The Institute of Legal Executives can only deal with complaints or allegations against its current members. Please provide the following details of the person that you are complaining about. We will use this information to establish if they are a member of the Institute.</i>	
Mr/Mrs/Miss/ Surname	Name and Address of firm/employer
Forenames	
Home Address (if known)	
	Telephone No

### **3. INFORMATION ABOUT THE COMPLAINT**

*Use the space below to provide information about the complaint. Attach additional sheets if necessary. We need to know what it is you are complaining about (e.g. the service you received, the way your case was handled, failure to carry out your instructions etc) and details of the circumstances in which the complaint arose (eg conveyancing transaction, litigation, probate). We need to know dates when the incidents occurred, what happened, what the problems were.*

#### 4. OTHER COMPLAINTS

*We need to know if you have complained about this matter to other organisations.*

Have you complained to the person's employer      **Yes / No**

If you have already complained to the employer please attach details of the complaint and the employer's reply. All solicitors firms have an in-house complaints handling procedure which you should use before complaining to anyone else.

Have you complained or will you be complaining to anyone else about this matter (e.g. the Office for the Supervision of Solicitors)?      **Yes / No**

If yes, please provide details below of who you have or will be complaining to. You must keep the Institute informed of the progress of the complaint and provide a copy of that complaint and any reference numbers that are given to the complaint. If the complaint has been dealt with please provide a copy of the decision.

Are you taking any other action against the person you are complaining about, e.g. litigation?      **Yes / No**

If yes, tell us what action you are taking, whether anyone is representing you and provide any other information which may be relevant. You must keep the Institute informed of the progress of that action.

#### 5. DOCUMENTARY EVIDENCE

*Please attach any documentary evidence relevant to your complaint.*

Please list below all documentary evidence that you have attached to this form

**6. ADDITIONAL INFORMATION**

*Please use the space below to provide any additional information that may help the Institute in dealing with your complaint.*

**STATEMENT**

1. I request the Institute of Legal Executives to investigate the complaint outlined in this application form.
2. I consent to the Institute copying this complaint form and any other documents that I provide to the person I am complaining about.
3. I understand that the powers of the Institute are limited to excluding a person from membership, or alternatively to reprimand, warn or admonish a member, ordering the member to pay a fine to the Institute, or to award the payment of compensation to the complainant.

**Signed** .....

**Name** .....

**Date** .....