

Client Complaint Form

At Miller Rosenfalck LLP we are eager to resolve complaints made by our clients. To help us understand and examine your complaint, please complete the form below. We aim to respond to your initial complaint within 28 days.

Client contact details

Title	Mr <input type="checkbox"/>	Mrs <input type="checkbox"/>	Ms <input type="checkbox"/>	Miss <input type="checkbox"/>	Other <input type="checkbox"/>	Please specify:
Surname				First name(s)		
Address including postcode						
Daytime telephone			Mobile telephone			
Email						

Information for the complaints handling partner

Name of solicitor	
Solicitor or case reference	

Detail of the complaint

Nature or detail of complaint (please give dates and examples if possible)			
Please select as appropriate	I am happy for you to deal with my complaint in writing	<input type="checkbox"/>	
	I would prefer you to arrange a meeting to discuss my complaint	<input type="checkbox"/>	
	I would like you to do the following to sort out my complaint	<input type="checkbox"/>	
	Please state:		
Your signature		Date	

When you have filled in the form please:

- Make a copy including the notes for your own records. If your complaint is not resolved and the complaint is referred to the **Legal Ombudsman**, it may ask you to send it a copy of this form.
- If you get a reply which you are not happy with, please call the Legal Ombudsman helpline on **0300 555 033** within 6 months of receiving a final written response from us about your complaint if you want the Legal Ombudsman to investigate your complaint.
- The Legal Ombudsman may not deal with a complaint about a bill if you have applied to the court for assessment of that bill.