

Complaints Policy - Dublin

[Reissued 12/12/18]

This Firm is committed to providing a high quality legal service to all our Clients. However, when something goes wrong we need to know about it as this will help us to put it right and will improve our standards for the future.

Our Complaints Procedure

If you are unhappy with any aspect of our service, the matter should be raised in the first instance with the Acting Partner. You will have been given the name of this partner in our Terms of Business or the covering letter at the start of the matter.

What happens next?

1. The Acting Partner will send you a letter acknowledging your complaint within 14 days and asking you to confirm or explain any details.
2. We will record your complaint in our central register and open a file for your complaint. We will also investigate your complaint by examining the relevant file(s).
3. If appropriate, we will then invite you to meet with the Acting Partner to discuss and hopefully resolve your complaint. We would hope to be in a position to meet with you in this way no longer than 14 days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange a meeting within an agreeable timescale, the Acting Partner will write fully to you setting out his/her views on the situation and any redress that we would feel to be appropriate.
4. Within 2 days of any meeting we will write to you to confirm what took place and any suggestions that we have agreed with you. In appropriate cases we could offer an apology, a reduction of any bill or a repayment in relation to any payment received.
5. At this stage, if you are still not satisfied, please write to our Complaints Partner who will then arrange to investigate the matter and review the decision made by the Acting Partner.

Tara Cosgrove is the Firm's Complaints Partner and she will aim to respond to you within 14 days. However, if Tara Cosgrove is the Acting Partner, your complaint will be reviewed by Antony Marsh (the Firm's CEO) within the same time frame. Tara can be contacted via email at t.cosgrove@beale-law.com or by post at our office at 7 Grand Canal Street Lower, Dublin 2. Antony can be contacted at a.marsh@beale-law.com.

6. The matter may require more extensive investigation than is possible to complete within 14 days in which case our response to you will indicate what further time period we require. We may wish to meet with you to discuss the matter face to face. Following that investigation we will confirm to you in writing our final position on your complaint.
7. If you are still not satisfied, you can contact the Complaints and Client Relations Section of the Law Society of Ireland at George's Court, George's Lane, Dublin 7 or by calling 00 353 1 879 8700 or by e-mailing complaints@lawsociety.ie about your complaint. The Law Society require a signed completed complaint form before they open a complaint file,

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which can be found at the following link:

<https://www.lawsociety.ie/globalassets/documents/complaints/complaintform.pdf>. Before you make a complaint to the Law Society, it is a requirement that you have raised your complaint with us first and allowed us reasonable time to reply. If you are not satisfied with our reply you can complain to the Client Relations Section of the Law Society.

For further information you can consult the information booklet at

<https://www.lawsociety.ie/globalassets/documents/complaints/complaintsaboutsolicitors.pdf> or refer to the Law Society website at <http://www.lawsociety.ie/Public/Complaints-against-solicitors/Steps-to-take/>.

8. If we have to change any of the timescales above, we will let you know and explain why.
9. If you are dissatisfied with the Law Society's handling of any complaint you make to them, you can apply to the Independent Adjudicator within the three year period immediately following the Law Society's decision. Send your complaints to Independent Adjudicator of the Law Society, 26/27 Upper Pembroke Street, Dublin 2. For more information, telephone 353 1 662 0457 or visit the [Adjudicator website](#).