

Complaints Policy - Dublin

07/10/19

This Firm is committed to providing a high quality legal service to all our Clients and others we interact with. 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 Matter Partner. You will have been given the name of this partner in our Terms of Business or the retainer letter provided to you at the start of the matter.

What happens next?

1. The Matter Partner will acknowledge your complaint in writing within 14 days and ask you to clarify any aspects that may be unclear.
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 Matter Partner to discuss, and hopefully resolve, your complaint. We would hope to be in a position to meet with you 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 Matter Partner will write to you setting out their view on your complaint with details of any redress that we feel is 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 contact our Complaints Partner who will then arrange to investigate the matter and review the decision made by the Matter 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 Matter 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 Resolution Unit of the Legal Services Regulatory Authority (LSRA) at PO Box 12906, Dublin 2 or by email at complaints@lsra.ie or by telephone on 01-8592911.

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The LSRA require a signed completed complaint form before they open a complaint file, which can be found at the following link: <http://lsra.ie/en/lsra/pages/wp19000004>

If you are a client you may make a complaint about inadequate service or excessive costs to the LSRA and this must be within 3 years. Any person may complain about misconduct and there is no time restriction for this.

For further information you can consult the information booklet at <http://lsra.ie/en/lsra/pages/wp19000004>

8. Prior to 7 October 2019 the Law Society dealt with complaints. If you are dissatisfied with the Law Society's handling of any complaint you made 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](#).