

# Complaints Policy – Dublin v4.0

October 2024

This Firm, Beale & Co LLP, 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](mailto: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](mailto: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 7 or by email at [complaints@lsra.ie](mailto: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: <https://www.lsra.ie/make-a-complaint/how-to-make-a-complaint/>

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 LSRA website: <https://www.lsra.ie/make-a-complaint/>

<b>Audit</b>	Compliance
<b>Review Period</b>	12 Monthly or as required
<b>Issue Date</b>	October 2024
<b>Next Review</b>	October 2025
<b>Document Name</b>	Complaints Policy - Dublin
<b>Document Version</b>	4.0
<b>Document Class</b>	Beale & Co LLP Public
<b>Document Held</b>	Reviewed by Amanda Norton

### Document History

Version	Author	Notes	Date
1.0	Amanda Norton	Initial version for Beale & Co LLP	6 September 2021
2.0	Amanda Norton	Reviewed, changes to LSRA website links	21 October 2022
3.0	Amanda Norton	Reviewed	12 October 2023
4.0	Amanda Norton	Reviewed. Removed details of Law Society adjudication scheme which no longer applies.	25 October 2024