

## Consumer Complaints Service

Resolving complaints about solicitors

Our Ref:  
Your Ref:

The Law Society  
Victoria Court  
8 Dormer Place  
Leamington Spa  
Warwickshire CV32 5AE  
Dx 292320 Leamington Spa 4  
Tel 01926 820082  
Fax 01926 431435  
www.lawsociety.org.uk

### Private & Confidential

Mr D Wilson



15 June 2006



The Law Society

Dear Mr Wilson

### Your recent request for a Complaint Form

Thank you for your recent telephone call asking for our Complaint Form, which is enclosed. You should use this form only when you have exhausted the firm's own complaints procedure.

When you return the form to us, please ensure that you enclose copies of your correspondence with the firm about your complaint, together with details of why you are still dissatisfied. This is important, because we need to be sure that the firm has been given a chance to resolve the matter.

If you require any further advice on the procedure for making a complaint, please contact our Helpline on **0845 608 6565** and select **option 3** from the menu.

Yours sincerely

*MP*

*Meena Patel*  
Meena Patel  
Helpline Agent  
Customer Contact Centre

Encs: Complaint Form  
Information Booklet – Can We Help?

Direct Line: 0845 608 6565  
Extension: N/A  
Direct Fax: 01926 823101  
enquiries@lawsociety.org.uk

Request for a complaint form

We record calls for quality and training purposes