

Complaints

SIA has introduced a Code of Conduct for solicitors whose name appears in this Directory. The Code is available on the SIA website at www.spinal.co.uk/how-we-help/find-solicitor/. If you believe a solicitor with whom you have dealt has not followed the Code, complain to SIA.



Complaints arising out of breaches of this Code of Conduct should be made in writing and addressed to:

**Chief Executive Officer SIA
Spinal Injuries Association,
SIA House, 2 Trueman Place,
Milton Keynes, Buckinghamshire, MK6 2HH.**

Email: sia@spinal.co.uk

Website: www.spinal.co.uk

Complaints will be referred in the first instance to the SIA Solicitors Advisory Panel. Thereafter the SIA Governance Group will make the final decision. Breaching this code of conduct may result in SIA solicitor members being refused entry to future publications.

Even in the best firms, things can sometimes go wrong. If you are unhappy about the way your case is being handled, you must complain.

What to do if something goes wrong

- First speak to your solicitor and ask for an explanation of the thing that is troubling you. Most complaints and misunderstandings can be settled informally like this
- If you want to take your complaint further, ask to see the firm's own complaints procedure and get the name of the person you should contact
- If an internal investigation doesn't satisfy you, you can take your complaint to the Legal Ombudsman. If you need help in presenting your case to them, contact the SIA Advice Line or your local Citizen's Advice Bureau
- The Legal Ombudsman deals with complaints about the service provided by, and the conduct of, solicitors in England and Wales. They have the powers to investigate your case fully
- The Solicitors Regulation Authority sets down the detailed rules that control the way solicitors practice in England and Wales and they have the power to take disciplinary action against a solicitor who breaches the rules

Complaints against solicitors in England

Legal Ombudsman,
PO Box 6806,
Wolverhampton, WV1 9WJ

Telephone Helpline: 0300 555 0333

Email: enquiries@legalombudsman.org.uk

www.legalombudsman.org.uk

Complaints against solicitors in Scotland

Scottish Legal Complaints Commission
10-14 Waterloo Place,
Edinburgh, EH1 3EG

Telephone: 0131 201 2130

Email: enquiries@scottishlegalcomplaints.org.uk

www.scottishlegalcomplaints.org.uk

Complaints against solicitors in Northern Ireland

The Law Society of Northern Ireland
96 Victoria Street,
Belfast, BT1 3GN

Telephone: 028 9023 1614

Email: enquiry@lawsoc-ni.org

www.lawsoc-ni.org