



Highland Law Practice

Complaints & Suggestion Form

Name:

Address:

Our Reference (if known):

Date:

(These details are only compulsory, if you wish us to deal with matters under our formal complaints procedure)

Comments and Suggestions are to give you an opportunity to let us know what you think about the way we have acted for you. Minor Complaints are where you are unhappy about something but do not particularly wish us to do anything about this beyond an apology. Formal Complaints are when you want us to deal with this under our formal complaints procedure.

Please treat this as a: *(please tick)*

Comment Suggestion Minor Complaint Formal Complaint

(if a complaint) about *(name of person)*

I have / have not already mentioned this to a member of staff / solicitor.

(Please delete as appropriate. If you have mentioned this to someone, please write name of person, if known)

Details: *(please continue overleaf or on a separate page if you require more space)*

If this is a complaint (whether minor or formal)

In my case, I think an appropriate remedy would be: