







Complaints survey results (June 2024)

128 responses from our regulated community






Strengths

	99% of respondents have a complaints policy, and 99% of those policies name who complaints should be made to – most often the fee earner (32%), or the HOLP (23%).
	81% of respondents reported that their policy had an internal appeal mechanism.
	100% reported that they provide clients with clear information on who to raise a complaint, and 97% reported that when responding to a complaint they always advise clients of their right to escalate their complaint to the legal ombudsman.
	81% of respondents rated the CLC Complaints Code and Guidance as four or five stars.

Trends

	<p>The most common areas of systemic issues:</p> <ul style="list-style-type: none"> • failure to keep clients informed, • delay, and • post-completion issues. <p>Within their log, some respondents reported that they helpfully recorded ‘nudges’ which were emails sent by clients to more senior staff to encourage improved customer service, identifying issues before formal complaints were made.</p>
	5% of respondents had a backlog of complaints to address prior to April 2023, most frequently citing reasons because the issue was with the Legal Ombudsman or insurers.

Areas for reflection

	34% reported that staff who deal with complaints regularly receive training in complaint handling, 48% reported that theirs did occasionally, and 18% reporting that staff who deal with complaints do not receive either regular or occasional training in complaint handling.
	62% of respondents’ complaints policies offer vulnerable clients and those with protected characteristics the option of making a complaint other than in writing.
	64% reported that they would work with their client to adjust the way they handle complaints from these individuals to accommodate their needs, 33% would make adjustments based on their own assessment of their client’s needs, and 3% reported that they would not adjust the way they handle complaints from these individuals.
	55% confirmed that if a client expresses dissatisfaction during the course of their matter, that they would always inform them how to make a complaint, with 45% confirming that it depends on the circumstances or the client’s concern.
	95% kept a complaint log, with 61% of them confirming they review it for trends regularly, 33% from time to time, and 6% never.