

Please ensure you have read the Complaints information on the [How to Report a Problem](#) section of the Consumers Page of our website before you use this form.

If you are the client of the CLC regulated practice, you will need to make your complaint to the practice first. If you are still not satisfied, you should contact the Legal Ombudsman. Details of the Legal Ombudsman's scheme are found [here](#)

Please complete in black ink.

You should keep a copy of this document for your own records.

1 Personal Details

Your surname	
First name(s)	
Title	
Address	
Post code	
Email	
Telephone no (home):	
Telephone no (work)	

2 Details of CLC Regulated Person

Name	
Name of the firm	
Address of the firm	
Telephone no	
Did the CLC regulated person act for you?	Yes / No
If the CLC regulated person has not acted for you, for whom did he or she act?	

3 Complaint Details

What did you ask the CLC regulated person to do?

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Please tick in the relevant box for each of the following questions

Yes

No

Have you raised this complaint with the CLC regulated person?

Has the CLC regulated person replied to your complaint?

If not is the CLC regulated still dealing with the complaint?

Please tick in the relevant box for each of the following questions

Yes

No

Has the transaction been completed?

If so, on what date?

		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Complaint 1:

Please give brief details:

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Complaint 2:

Please give brief details:

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If you have further complaints please detail each in turn on a separate sheet of paper.

If the transaction completed more than 12 months ago please explain below when you became aware of the issues giving rise to your complaint and the reasons for any delay in bringing your complaint to the CLC:

4 Signature

I understand that you will send a copy of my complaint form to the CLC regulated person for comments.

Signed	
Date	

In accordance with the Data Protection Act 1998, details of your complaint are held on a computer database solely for the purposes of CLC administration.

Please return this completed form to:

External Relations by
email to: clc@clc-uk.org
or by post to:

CLC
CAN Mezzanine,
49 - 51 East Road,
London, N1 6AH
Or DX: 36603 Finsbury