CILEx Regulation complaints process Find details of the fully qualified lawyers we regulate in our Practitioner Directory and details of all the law firms we If you want to report a person who says Do we regulate the person or firm they are regulated by us but their that you have a problem with? information is not contained in the Directory, please contact CILEX. No Yes We cannot take any action, but you Have you made a complaint to the person can check the Legal Choices website or firm that you have the problem with? to see if another regulator can help. Are you a No Yes Whistleblower? Find out more They must tell you what their complaints Is your complaint about the service provided procedure is and have a chance to resolve by the person or firm? the issue first, so contact them first. Eg. Costs, poor communication, delays, being rude, not doing what you requested or poor quality work. No Yes Is your complaint about the conduct of the Contact the person or firm about the person or firm? problem as CRL does not investigate service complaints Eg they may have broken the CILEX Code of Conduct, our standards, guidance or regulations in a serious, or repeated way. Find out when to report to us. Yes No Report your complaint to us using our misconduct information form. We may not be able to take any action We will acknowledge receipt within in relation to your complaint. 10 working days. **Initial review:** Carried out within 28 days. We may ask you some questions to help us If we can deal with the complaint, we will investigate further. Compensation is not available as an outcome. If we cannot deal with the complaint, we will let you know.

Next steps: Investigation, decisions and final outcomes - find out more