

**SOLICITORS' ASSISTANCE SCHEME  
GRIEVANCE PROCEDURE  
IN RESPECT OF ASSISTED PERSON COMPLAINING ABOUT  
GUIDANCE GIVEN UNDER THE SCHEME**

Any grievance or cause for complaint made by any assisted person having received guidance and/or advice from a scheme member under the SAS, and having been notified either to OSS or Professional Ethics Department of the Law Society, shall be dealt with in accordance with the following procedures:

1. All such grievances or complaints as to the manner in which the advice has been given or alleging that the advice is grossly and/or obviously inaccurate shall be reported by the OSS in the first place to the Professional Ethics Department of the Law Society who shall report the matter to the Secretary. Similarly if any such similar grievance or complaint is intimated direct to Professional Ethics of the Law Society then Professional Ethics shall report the matter to the Secretary of SAS for the time being. The Secretary for the time being shall attempt to deal with the matter informally in accordance with this procedure.
2. If he/she has failed to settle the matter informally, then within fourteen working days of having received notification of the said complaint the Honorary Secretary shall refer the matter to such other member of the Executive Committee of the SAS (not being the person complained about) as he/she shall think fit.
3. The Executive Committee Member of SAS shall within twenty one working days from the receipt of the said complaint from the Honorary Secretary offer to arrange a meeting if so requested with the complainant. This meeting if arranged will take place on a face to face basis at such venue as the Executive Committee Member of SAS shall reasonably think fit.

4. The said Executive Committee Member of SAS may make consultations as he shall think appropriate with:
  - (a) the member complained about and
  - (b) another Executive Member of SAS.
  
5. If the matter is not resolved to the satisfaction of the assisted person within a reasonable time of the meeting (not more than twenty eight days) then the assisted person shall complete a complaint form (being the form set out in the Appendix hereto) and deliver the same by post (which includes DX) to the Office of the Secretary and shall inform the Officer of the Law Society in the Professional Ethics Division who deals with SAS matters of his/her action. Within fourteen working days of receipt of the written notification of dissatisfaction the Honorary Secretary shall appoint another Executive Member of the SAS (not being the person complained against) to deal with the matter in accordance with paragraph 6 below.
  
6. On receipt of such a request the Executive Member of SAS shall make arrangements for both a written report of the complaint and the complainant's written submissions to be sent to him and the SAS Scheme Member's written response thereto also to be submitted to him within such time as he/she shall think fit.
  
7. On receipt of the written report, submission and response the Executive Member of SAS consider the issues raised and shall be entitled to consult with other Executive Members of SAS (other than the person complained against or the first member of SAS Executive Committee who dealt with the same) and shall thereafter give his/her decision in writing within twenty eight working days of receipt of the papers.
  
8. The decision of the Second Executive Committee Member of SAS shall be sent forthwith to the Secretary who shall take such action as he/she thinks fit but shall not debar the assisted person from pursuing his/her complaint to OSS.

**APPENDIX**

**COMPLAINTS FORM**

Name of assisted person .....

Address of assisted person .....

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Telephone number .....

**STATEMENT OF COMPLAINT**

*(Note: This should be a brief description of the nature of the complaint and should not include submissions as to how it should be dealt with)*

Signature of assisted person .....

Date .....