

## DAC Beachcroft Complaints Procedure – Ireland

At DAC Beachcroft, we aim to provide the highest standard of service to our clients, and to operate our business to a high professional standard.

### Clients

If you believe our service to you has fallen below these standards, we want you to raise the matter with us so that it can be investigated thoroughly, and any necessary action taken to resolve it to your satisfaction.

In the first instance, please raise any concerns with the person responsible for the day-to-day conduct of the matter. Please provide us with full details of your concerns in writing, or on the telephone, or, if you prefer, arrange to discuss them with us at a meeting. (If we are claims handling for your Insurer, before proceedings are issued, we will advise you of further procedures which apply in your case.)

We will do all we can to resolve the concerns to your satisfaction. If we cannot do so, you may make a complaint. This will be handled by Lisa Broderick, the Cluster Head.

We will acknowledge your complaint within 3 working days and provide a substantive response within 28 days. We may ask to meet with you, if it appears that this may help to resolve your concerns.

We will do our best to:

- investigate your concerns thoroughly;
- keep you informed of the progress and outcome of our investigation;
- ensure that any necessary remedial action is taken as quickly as possible.

We will record on a database the nature of your complaint, our investigation of it, and the remedial action taken. We may ask to confirm in writing whether the complaint has been satisfactorily resolved.

If you are not satisfied with our response, you may contact the Legal Services Regulatory Authority –

by post:                      Complaints and Client Relations Section  
                                    Legal Services Regulatory Authority  
                                    PO Box 12906  
                                    Dublin 2

by telephone:              01 859 2911

or by email:                [complaints@lsra.ie](mailto:complaints@lsra.ie)

For further information see <https://www.lsra.ie>

## **Non-clients**

We will only be able to deal with a complaint from you if you are alleging that we have acted in breach of the Guide to Professional Conduct of Solicitors in Ireland.

Please send your complaint (specifying any alleged breach) for the attention of Lisa Broderick, the Cluster Head. We will tell you as soon as reasonably practicable if we agree there has been a breach, and apologise if so.

If you are not satisfied with our response, you may contact the Legal Services Regulatory Authority –

by post:                      Complaints and Resolutions Unit  
                                    Legal Services Regulatory Authority  
                                    PO Box 12906  
                                    Dublin 7

by telephone:              01 859 2911

or by email:                [complaints@lsra.ie](mailto:complaints@lsra.ie)

For further information see <https://www.lsra.ie>

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Controlled by The Office of the General Counsel