

DAC BEACHCROFT

DAC Beachcroft Complaints Procedure – Northern 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. If you believe our service has fallen below these standards, we want you to tell us so that we can investigate promptly and, where appropriate, put matters right.

Privacy Complaints

If you have any concerns or wish to raise a complaint regarding our processing of your data, please see our [Privacy Policy](#) ('How to make a complaint') for further information.

Raising Concerns

If you have a concern, raise it first with the person responsible for the day-to-day conduct of the matter. You can do this in writing, by telephone, or (if you prefer) ask to discuss it at a meeting. We will do what we reasonably can to resolve the issue quickly and informally.

If we are claims handling for your insurer, we will tell you if any additional complaints procedures apply.

How to Make a Formal Complaint

If we cannot resolve the concern informally, you may make a formal complaint to our Location Head, Sean McGahan, using the Belfast office contact details.

Importantly, any complaint must be made in within six months of (a) the conclusion of our work on the matter, or (b) when you first became aware of the issue you wish to complain about, whichever is later.

What Will Happen Next

Acknowledgement of your complaint

We will acknowledge your complaint in writing within 7 days of receiving it. If necessary, we will ask you to confirm or explain further details in writing. We will also tell you who will be dealing with your complaint (normally someone not directly responsible for the day-to-day conduct of the matter).

Central Register

When your complaint is received and acknowledged, we will record it in our central register. The register will record the date the complaint was made, the name and address of the client, the date the complaint was dealt with and the outcome when available.

Investigation

We will investigate your complaint thoroughly. This may include one or more of the following steps:

- asking the member of staff who acted for you to reply to the complaint;
- reviewing the file and relevant correspondence; and/or
- requesting further information from you.

Meeting (optional)

Where it may help to resolve matters, we may invite you to meet with us to discuss your complaint. If a meeting takes place, we will still provide a written response. If you would prefer not to meet, we will proceed on the papers but may require clarification from you before providing our response.

Substantive response within 28 days

You can expect to receive our substantive written response within 28 days of our acknowledgement. If we are unable to meet that timescale, we will tell you why and confirm a revised timeframe.

Resolution

Where appropriate, we will take remedial action as quickly as possible. We may ask you to confirm in writing whether the complaint has been satisfactorily resolved.

If you remain dissatisfied – escalation routes

If your complaint is about the standard of service provided (for example delay, communication, progress of your matter, or the way fees and expenses have been explained or managed), we will deal with it under this in-house procedure. If, after receiving our final written response, you remain dissatisfied, you may refer the complaint to the Solicitors Complaints Committee (SCC) in writing within three months of the conclusion of our in-house complaints investigation.

Solicitors Complaints Committee
2nd Floor, Centre Point
24 Ormeau Avenue
Belfast BT2 8HS
Email: enquiries@scc-ni.org
Website: www.scc-ni.org

Professional conduct concerns (Law Society of Northern Ireland)

If your concern relates to professional conduct (for example dishonesty, breach of confidentiality, or conflict of interest), you may also raise that separately with the Law Society of Northern Ireland. This does not prevent us dealing with your complaint under this in-house procedure and, where appropriate you referring any service related aspect to the SCC as a service complaint.

Law Society of Northern Ireland
96 Victoria Street
Belfast BT1 3GN
Email: info@lawsoc-ni.org
Website: www.lawsoc-ni.org

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