

DAC BEACHCROFT

DAC Beachcroft Northern Ireland Complaints Procedure

At DAC Beachcroft Northern Ireland we aim to provide the highest standard of service to our clients, and to operate our business to the professional standards which others affected by our conduct have the right to expect. Dealing effectively with any concerns is part of that service.

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 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 using the Law Society of Northern Ireland's In-House Complaints Form which can be found [here](#). This will be handled by Sean McGahan, the Regional Location 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;
- ensure that any necessary remedial action is taken as quickly as possible;
- keep you informed throughout of the progress and result of our investigation, and the action being taken.

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

If you are not satisfied with our response, you may contact the Law Society of Northern Ireland:

by post: Complaints
Law Society of Northern Ireland
96 Victoria Street
Belfast BT1 3GN

by telephone: 028 9023 1614

or by e-mail: complaints@lawsoc-ni.org

For further information see <https://www.lawsoc-ni.org/making-a-complaint>

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 Regulations and Standards governing our professional conduct.

A full list of the [Regulations and Standards](#) is available on the website of the Law Society of Northern Ireland.

Please send your complaint (specifying any alleged breach) for the attention of Sean McGahan, the Regional Location 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 ask the Law Society of Northern Ireland to investigate our conduct:

by post: Complaints
 Law Society of Northern Ireland
 96 Victoria Street
 Belfast BT1 3GN

by telephone: 028 9023 1614

or by e-mail: complaints@lawsoc-ni.org

For further information see <https://www.lawsoc-ni.org/making-a-complaint>

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