

TLT Procedure Third-Party Complaints Procedure VERSION 1.0

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Contents

- 1 Purpose 1
- 2 Scope 1
- 3 Making a Complaint as a third party 1
- 4 Professional Restrictions 1
- 5 If you are still unhappy 2
- 6 Legal Rights 2

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1 Purpose

- 1.1 We set out below how TLT LLP handles complaints from third parties to ensure transparency, fairness, and adherence to regulatory requirements and professional standards.

2 Scope

This procedure applies to complaints received in England & Wales, Scotland and Northern Ireland relating to TLT LLP raised by third parties it does not apply to:

- 2.1 Complaints raised by clients (or their authorised representatives):

- (a) [Client complaints policy - England and Wales](#)
- (b) [Client complaints policy - Scotland](#)
- (c) [Client complaints policy - Northern Ireland](#)
- (d) [Client complaints policy - Republic of Ireland](#)

- 2.2 Complaints relating to FCA regulated activity undertaken by TLT LLP

- 2.3 Data protection complaints (see TLT's [Data Protection Policy](#)).

- 2.4 Certain other third parties as defined [here](#).

3 Making a Complaint as a third party

- 3.1.1 Please note that as a law firm we are obliged to act in accordance with our clients' instructions and in their best interests; this may lead us to take actions which are contrary to a third party's interest. This does not mean we have behaved incorrectly.
- 3.1.2 If you do wish to make a complaint, the best way to do this will depend on the circumstances under which it arose. For example, if the matter is subject to court or tribunal proceedings, you should raise it with the court or tribunal so that they may deal with it during the proceedings.
- 3.1.3 If you wish to raise an issue with TLT LLP directly, you may write to the lawyer concerned or supervising partner. The name and contact details of those individuals should be in the correspondence that you or your legal representative have received.
- 3.1.4 Alternatively, you may also contact the firm's Complaints Officer who will review the complaint or ask another senior person to look at the matter. You can do this by emailing complaints-officer@tlt.com.
- 3.1.5 Complaints must be submitted in writing to ensure an accurate record.
- 3.1.6 We will acknowledge your complaint in writing as soon as possible and set out a suggested timetable for our response. We normally aim to respond to you fully, within one calendar month of receiving your complaint.

4 Professional Restrictions

- 4.1 If you are legally represented, all correspondence must go through your solicitor.
- 4.2 We cannot contact you directly without your solicitor's consent.

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5 If you are still unhappy

5.1 England and Wales

The Solicitors Regulation Authority can help if you are concerned about our behaviour or if you are unhappy with our response you can refer your complaint to the SRA at:

Solicitors Regulation Authority
The Cube 199 Wharfside Street
Birmingham
B1 1RN
Telephone: 0370 606 2555

You can also visit their website to see how you can raise your concerns at Solicitors Regulation Authority.

5.2 Scotland

You can ask the Scottish Legal Complaints Commission (SLCC) to look into your complaint. They will look at your complaint independently and it will not affect how we handle your matter. You can contact the SLCC:

Scottish Legal Complaints Commission

Capital Building

12-13 St Andrew Square

EDINBURGH

EH2 2AF

Phone: 0131 201 2130 Email: enquiries@scottishlegalcomplaints.org.uk

5.3 Northern Ireland

You can use the Professional Conduct Complaint Form online

<https://lawsoc-ni.org/using-a-solicitor/making-a-complaint/professional-conduct-complaint/making-a-conduct-complaint>

For queries, you can email Regulation@lawsoc-ni.org or call 028 9023 1614, although a written complaint is necessary. You can also post a complaint to:

Regulation (Professional Conduct) Department
Law Society House
96 Victoria Street
Belfast
BT1 3GN

6 Legal Rights

This procedure does not override any statutory rights you may have to pursue complaints or disputes.

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