

**EXTERNAL COMPLAINTS PROCEDURE**  
**SOLICITORS DISCIPLINARY TRIBUNAL (SDT) &**  
**SOLICITORS DISCIPLINARY TRIBUNAL**  
**ADMINISTRATION LTD (SDTAL)**

**Judicial and Quasi-Judicial Decisions of Divisions of the SDT, SDT Members, the Clerk and/or the Deputy Clerks in the Exercise of their Judicial Functions**

If your complaint is about a substantive final decision of the Tribunal that heard your case, it is subject to the High Court appeal process rather than this Complaints Procedure. Please see the information on appeals to the High Court on the Appeals page of the Tribunal's website.

Judicial and Quasi-Judicial interim decisions of Divisions of the SDT, SDT Members, the Clerk and/or the Deputy Clerks in the exercise of their judicial functions may be capable of challenge in law by means of a Judicial Review application to the High Court. Please contact the administrative office of the High Court for information, following this link [www.justice.gov.uk/courts/rcj-rolls-building/administrative-court](http://www.justice.gov.uk/courts/rcj-rolls-building/administrative-court)

**Making a Complaint about the Administrative Services Provided by the SDT and/or SDTAL**

**Step One**

The SDT welcomes feedback about its services. We want to know what we are doing well and how we can improve our procedures. Tribunal Members and staff are proud of the work they do in protecting the public from harm and maintaining public confidence in the reputation of the legal profession and those who provide legal services. We aim always to provide high standards of service. However, sometimes things will go wrong, and so we take care to consider seriously all complaints about the standard of service provided.

You can contact us in writing by email or by post. Contact details can be found on page 3. Please tell us briefly:

- whether you are a party to proceedings before the Tribunal, an interested party, a member of the public and/or legal profession/provider of legal services or whether you are contacting us in some other capacity;
- the names of those you are complaining about;
- what you think has gone wrong;
- why you are unhappy;

- what you think we can do to put things right;
- your name, postal address, email address and telephone number. Please state your preferred means of receiving our response - post or email. In the absence of this information, our response will be sent to you by email.

## The Next Steps

### Step Two

Your concerns will be discussed with those named in your written complaint by their immediate manager (complaints relating to staff) or applicable Vice-President (complaints relating to Solicitor and Lay Members). Either the person(s) about whom your complaint has been made or their immediate manager/applicable Vice-President will contact you in response to explain what has happened.

### Step Three

If you are unhappy with the response you receive, you can write to our Chief Executive Officer, who will investigate further to see whether the treatment you have received has been fair.

### Step Four

If you are still unhappy with the response you receive, or your complaint is about the Chief Executive Officer, you may refer your complaint to the Chairman of SDTAL. Please contact the Chairman's Office via [chairSDTAL@solicitorsdt.com](mailto:chairSDTAL@solicitorsdt.com). Step 4 is the final step in this procedure. Your complaint will be treated in confidence and we will investigate as carefully and quickly as its complexity and nature allows.

Every effort will be made to send a full and clear reply within 14 working days of your complaint being received. In some cases more time for consideration will be required, in which case we will let you know and keep you informed of progress.

## Contact Details

By email, marked Private and Confidential to:  
[complaints@solicitorsdt.com](mailto:complaints@solicitorsdt.com)

By post, marked Private and Confidential, to:

Chief Executive Officer  
Solicitors Disciplinary Tribunal Administration Ltd.  
2<sup>nd</sup> Floor  
45 Ludgate Hill  
London  
EC4M 7JU