



## 2016 CHAPTER 14

### PART 3

#### COMPLAINTS AGAINST SOLICITORS

##### *Solicitors Complaints Committee*

##### **Excluded complaints**

**32.—(1)** A complaint is excluded from the jurisdiction of the Solicitors Complaints Committee if the complainant has not first used the respondent's complaints procedures in relation to the complaint.

(2) The respondent's complaints procedures are the procedures established by the respondent, or which the respondent participates in or is subject to, in accordance with regulations made under section 29.

(3) Rules made by the Committee under section 36(1) must provide that subsection (1) of this section does not apply in such circumstances as may be specified in the rules.