



**Public Defender Service
Complaint Procedure**

Our aim is to provide a high quality criminal defence service. However, sometimes things may go wrong and your feedback is important in helping us review and evaluate our services, in order to improve them.

If you have a complaint about the Public Defender Service (PDS) you can write, telephone or email using the contact details here

<http://publicdefenderservice.org.uk/#footer-contact>

Please direct your complaint to the relevant department of the PDS, either Solicitors or Advocacy Unit. If you are unsure, please contact one or other and we will ensure your complaint is dealt with accordingly.

Please ensure you provide us with as much detail as possible, including your name, contact details and information identifying your complaint. This will allow us to deal with your complaint as quickly as possible.

We will respond to your complaint within 20 working days.