

## **Complaints Policy**

It is the firm's policy to treat complaints seriously and with the intention of learning from them to improve procedures. The last point is important because it indicates the firm's intention not to blame individual staff for failings but to always be looking for ways to improve procedures. If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Legal Ombudsman.

If you would like to make a formal complaint against Z & Z Solicitors please contact the Principal, Mr Ziyad Lunat preferably in writing, by e-mail or by telephone detailing the reasons for your dissatisfaction with our service.

Z & Z Solicitors, Suite 8, 4 Market Place, Leicester, LE1 5GF

Telephone number - 07912504683

Please note that making a complaint will not affect how we handle your case.

The firm's complaints procedure details Ziyad Lunat has overall responsibility for ensuring that complaints are resolved and that the in the event of a problem is entitled to complain and to whom the complaint should be directed. This must include their right to complain to the Legal Ombudsman, the time frame for doing so and full details of how to contact the Legal Ombudsman.

It is possible that a client may complain directly to the Legal Ombudsman without first following the firm's internal complaints procedure. In such circumstances the Ombudsman will refer the complaint to the firm. Upon receipt of the complaint, it must immediately be passed to the Principal, Ziyad Lunat who is the firm's liaison with the Ombudsman. No other member of staff is authorised to engage with the Legal Ombudsman in respect of any complaint received without the express permission of Ziyad Lunat.

It is an SRA Code requirement that complaints can be made by any reasonable means.

Please note that the complaints procedure also applies to complaints arising in connection with the client's bill. Additionally the Legal Ombudsman can also accept complaints from prospective clients where a person has unreasonably been refused a service or a person has persistently or unreasonably been offered a service that they do not want.

Where the client notifies the firm of their intention to make a claim or if an act or omission is discovered which might give rise to a claim, the firm must consider whether a conflict of interests has arisen or whether the client should be advised to obtain independent advice.

## **Complaints Resolution**

The aim will always be to meet a client and to resolve the matter without the loss of the client's goodwill. This activity will be undertaken by the Ziyad Lunat, who has the authority to make decisions that might resolve matters.

This process requires that the Ziyad Lunat considers any complaint received in as objective a manner as possible and seeks to resolve the dissatisfaction. He will offer to meet with the complainant when possible and suggest appropriate redress.

If a complaint is not resolvable or it is considered unjustified, the client will be informed of his or her right to transfer instructions if it is inappropriate for the firm to continue to act, and also of the right to complain to the Legal Ombudsman. Contact details are provided below:

**Legal Ombudsman**

PO Box 6806

Wolverhampton

WV1 9WJ

☎ 0300 555 0333

✉ [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

🌐 [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Any complaint to the Legal Ombudsman must normally be made within the following timescales:

- a) Six years from the date of the act or omission about which the client is complaining occurred, **or**
- b) Three years from the date the client should reasonably have known there were grounds for complaint (if the act/omission took place before 6<sup>th</sup> October 2010 or was more than six years ago), **and**
- c) Within six months of receiving a final written response from the firm about the complaint.

In relation to a) and b) the act/omission, or when the complainant should reasonably have known there was cause for complaint, must have been after 5<sup>th</sup> October 2010.

It is important that the above is undertaken with the maximum dispatch. This procedure does not however establish concrete timescales within which action must be taken, as individual complaints may well progress at a different speed. As a general rule however, the following timescales should be considered in relation to the following complaints stages:

*Stage 1: Informal Complaint to the Fee-earner with care and conduct*

The fee-earner should attempt to contact the client within 7 days of such an indication and wherever possible, no later than 21 days.

*Stage 2: Formal Complaint to Principal*

Whether the complaint is made verbally or in writing (and either directly or subsequent to Stage 1 above), the client should be contacted in line with the general timescales identified above.

*Stage 3: Complaints Resolution*

As part of the conduct of any ongoing complaint, Ziyad Lunat should at the outset, give the client an indication of the likely timescale for the conduct of their individual complaint. This will obviously vary between clients and on the basis of the subject matter, however, it is important at the inception of a complaint that the client has some indication of how long the matter should take to resolve. Where matters come to light that make this date not achievable, the client should be informed to that effect.

### **Complaints Recording**

All formal complaints will be recorded by way of a written note of the discussion with the client or a copy of the letter dealing with the complaint and any other documentation pertaining to it.

### **Complaint Closure**

At the end of all complaints whatever the outcome, a final letter, indicating the firm's opinion as to whether the complaint is or is not justified, will be sent to the client. If necessary this will include information about complaining to the Legal Ombudsman.