

Complaints Procedure

Z and Z Solicitors

We want to give you the best possible service. However, if at any point you become unhappy or concerned about the service we have provided then please tell us immediately, so that we can do our best to resolve the problem.

In the first instance it may be helpful to contact the person who is working on your case to discuss your concerns, and we will do our best to resolve any issues at this stage. If you remain unsatisfied, please contact please contact Ziyad Lunat, the Director of our firm. Making a complaint will not affect how we handle your case.

What will happen next?

1. We will send you a letter acknowledging your complaint, where necessary asking you to confirm or explain the details. You can expect to receive our letter within 5 working days of receiving your complaint.
2. Mr Lunat will then investigate your complaint. He will review your case file and speak to the members of staff who handled the matter for you.
3. Mr Lunat will then invite you to a meeting or video call to discuss and hopefully resolve your complaint. This will be done within 10 working days of sending you the acknowledgement letter.
4. Within 5 working days of the meeting or video call, Mr Lunat will write to you to confirm the key points of the meeting or video call and any solution agreed with you.
5. If you do not want a meeting or video call (or it is not possible) Mr Lunat will send you a written reply to your complaint, including suggestions for resolving the matter, within 15 working days of sending you the acknowledgment letter.
6. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a Solicitor from another local firm to review our decision.
7. We will write to you within 10 working days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
8. If we must change any of the timescales above, we will let you know and explain why.

What if we cannot resolve your complaint?

We hope we can resolve your complaint to your satisfaction. However, if you remain unhappy with our response then you can refer your complaint to the Legal Ombudsman. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you must take your complaint to the Legal Ombudsman:

- Within 6 months of receiving our final response to your complaint, **and**
- No more than 1 year from the date of act or omission you are complaining about; **or**
- No more than 1 year from when you should reasonably have known there was cause for complaint.

If you would like more information about the Legal Ombudsman, please visit www.legalombudsman.org.uk.

You can contact the Legal Ombudsman in any of the following ways:

Call: 0300 555 0333 between 9am to 5pm.

Email: enquiries@legalombudsman.org.uk

Post: PO Box 6167 Slough SL1 0EH

Web: <https://www.legalombudsman.org.uk/make-a-complaint/>.

What if you are unhappy about our behaviour?

Our regulator, the Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic.

Visit their website to see how you can raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/).

Thank you for bringing your concerns to our attention. We will do our best to address any dissatisfaction that you have experienced in using the services of this practice. Our primary objective is to put things right.