

ZURIEL SOLICITORS COMPLAINTS HANDLING PROCEDURE

Our complaints policy

We are committed to providing a high quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our Complaints Procedure

If you have a complaint, please contact us with the detail.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within [three] days of us receiving the complaint, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Mr Andrew Osadebe who will review your matter file and speak to the member of staff who acted for you.
3. Mr. Andrew Osadebe who is the Principal in the firm will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within [14] days of sending you the acknowledgement letter.
4. Within [three] days of the meeting, Mr. Andrew Osadebe will write to you to confirm what took place and any solutions he has agreed with you.
5. If you decline a meeting with us, or it is not possible, Mr Andrew Osadebe will send you a detailed written reply to your complaint, including his suggestions for resolving the matter within [21] days of sending you the acknowledgement letter.
6. At this juncture, if you are still not satisfied you should contact us again and we will arrange for Mr Andrew Osadebe to review his own decision.
7. We will write to you within [14] days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied with our final decision, you can then contact the Legal Ombudsman within 6 months of the date of our final decision on your complaint. You must refer the complaint to the Legal Ombudsman within one year of the problem happening or one year from when you found out about it. You can email the Ombudsman at enquiries@legalombudsman.org.uk or write to them at P.O. Box 6167, Slough, SL1 0EH about your complaint.
9. Any complaint to the Legal Ombudsman must usually be made within 6 months of the date of our final decision on your complaint but for further information you should contact the Legal Ombudsman (Helpline number: 0300 555 0333) or refer to their website at www.legalombudsman.org.uk.

If we have to change any of the timescales above, we will let you know and explain why.