



ZOI BILDERBERG LAW PRACTICE
Solicitors and Commissioners for Oaths

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ZOI BILDERBERG LAW PRACTICE
Complaints Handling Policy

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Our Complaints Handling Policy

We are permitted to provide a high-quality legal service to all our clients. When something goes wrong or if you are unhappy with the way your case has been handled, you **MUST** inform us immediately. This will enable us to improve our services and standards amicably and efficiently.

If you wish to make a complaint, please contact us initially in writing with the details. We will allocate at least 21 days in which to respond to your complaint. If we have not resolved your complaint within the allocated time following our attempts to resolve this matter, you may wish to take your complaint to the Legal Ombudsman.

What will happen next?

1. Initially, we will contact you by acknowledging receipt of your complaint within 21 days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Practice / Compliance Manager, who will review your matter, file and speak to the caseworker who acted for you.
3. If need be, we will then invite you to a meeting to discuss and hopefully resolve your complaint. Mr Zoi, who is the supervising solicitor and director of this firm will within 14 days of sending you a letter of acknowledgement will contact you with a date of when you can come and see him. Mr Zoi will be accompanied by the Practice & Compliance Manager, being Mrs Sharon Hall at the meeting.
4. Within three days of the meeting, we will write to you to confirm the events that took place and any solutions he/she has agreed with you.

Zoi Bilderberg Law Practice is the trading name of Zoi Bilderberg Law Practice Limited, registered in England and Wales, registered number 09875431.

Registered office: Olympic House, 28 – 42 Clements Road, Ilford, Essex, IG1 1BA

This firm is authorised and regulated by the Solicitors Regulation Authority

SRA Registration Number: 627142 | VAT Reg. No: 223537033

Mr. F. Zoi is the sole director of Zoi Bilderberg Law Practice Limited.

5. If you do not wish to attend a meeting, or it is not possible, we will send you a detailed written reply to your complaint, including Mr Zoi's suggestions for resolving the matter, within 21 days by which the acknowledgement letter was sent to you.
6. At this stage, if you are still not satisfied with the way Zoi Bilderberg Law Practice has handled your complaint, you should contact us again and we will arrange for Mr Zoi (Supervision Solicitor) who is the director of this firm to review his own decision.
7. Or an appropriate alternative such as a review by another local solicitor or for a mediator to review the decision.
8. 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.
9. If after the meeting or review, you are still not satisfied with the way Zoi Bilderberg Law Practice has handled your complaint, you may wish to contact the legal ombudsman.

Their address is: -

**Legal Ombudsman
PO Box 6806
Wolverhampton
WV1 9WJ**

Normally, you will need to bring the complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint or within six years of the act or omission about which you are complaining occurring (or if outside of this period, within three years of when you should reasonably have been aware of it).

For further information regarding the complaints procedure, you may also contact the Legal Ombudsman on 0800 555 0333 or via email to enquiries@legalombudsman.org.uk.