

# Our Complaints Policy

## Our Commitment:

We are committed to providing high quality legal advice and excellent service.

We understand, however, that we do not always get it right. If something has gone wrong with the service we have provided or with your bill, we need you tell us about it. Our aim is always to look into what has happened, provide you with an explanation and try to put matters right.

You may set out your concerns by email, over the phone, in a letter or in a meeting with us.

## What should you do if you have concerns?

All our staff members are experienced with handling concerns and so please raise any concerns you may have with the person responsible for the day-to-day conduct of your case. Their details can be found on letters and paperwork we have sent to you. If you have any difficulty contacting them you may contact our switchboard on 0345 122 8103 or 01924 38 68 68, and the reception team will be happy to provide you with these details.

Alternatively, you can always email our dedicated feedback address - [feedback@legalzoom.co.uk](mailto:feedback@legalzoom.co.uk) where your mail will be read by several members of the company's management team.

Our Complaints Policy sets out how we will deal with your complaint and how long it is likely to take. It also provides you with important information about what you can do in the event you are not happy with the way in which we have dealt with your complaint or about our final decision.

## Our process:

1. If you have any concerns about our service or our charges, you should discuss these in the first instance with the individual staff member who has day-to-day control of your matter and/or their Team Leader/Supervisor who will look into the matter and provide you an explanation and, if required, a formal reply.

Depending on the nature of your concerns we may ask another Team Leader to investigate and do all they can to resolve it with you.

2. If your issue cannot be resolved by the Team Leader or Supervisor you may make a formal complaint to our Compliance Team. If you wish to contact them, please provide all the relevant details by emailing [Compliance.Team@legalzoom.co.uk](mailto:Compliance.Team@legalzoom.co.uk), or by writing to Beaumont House, 1 Paragon Avenue, Wakefield, WF1 2UF.

The Compliance Team will register your complaint and pass it to a Manager to investigate and to reply to you.

3. Most complaints are resolved within this process but if you remain dissatisfied you may request that the complaint is referred for an independent review.

This will be conducted by either the Head of Compliance, a Senior Manager or a Head of Department in the company. We will write to you within 28 days of your request for a review confirming our final position on your complaint and explaining our reasons.

## How we investigate formal complaints

We will register your complaint and pass it to your complaint handler.

The complaint handler will be a suitably senior and experienced member of the firm. The complaint handler will acknowledge your complaint within 5 working days.

They will then investigate your complaint, which will involve reading the file, discussing the matter with the members of staff who dealt with the matter, their Team Leader or Supervisor and, where appropriate, reviewing any further information that may be relevant.

Within 28 days of acknowledging your complaint, we will send you a written reply setting out our views and any solution we propose.

If the matter is complex, or we need to conduct further investigations and are therefore unable to reply to you within 28 days, we will inform you and let you know when you may expect a reply.

We aim to resolve your complaint within 8 weeks.

If you are still not satisfied with the outcome, you may contact the Legal Ombudsman at P O Box 6806, Wolverhampton, WV1 9WJ or call them on 0300 555 0333 or by email at [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

Before the Ombudsman will look into a complaint they will usually ask whether the company's complaints procedure, as detailed above, has been exhausted. If it has then you have 6 months, measured from the date of your last contact with the company, to raise a complaint.

Alternative complaints bodies are available, such as Small Claims Mediation (UK) Ltd of 33 Leicester Road Blaby LE8 4GR, website address: [www.small-claims-mediation.co.uk](http://www.small-claims-mediation.co.uk) which are competent to deal with complaints about legal services, should both you and our company wish to use such a scheme. We do not agree to use these schemes such as Small Claims Mediation (UK) Ltd. This is because we consider that the service offered by the Legal Ombudsman to be the most appropriate means of resolving matters between us. However, if you would like to make representations as to why we should mediate, then you may do so, but we will not agree if the matter has already been dealt with by the Legal Ombudsman.

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.

You can raise your concerns with the [Solicitors Regulation Authority](https://www.sra.org.uk/).