

Bannister & Co Complaints Procedure

- 1.a The purpose of this procedure is to define the actions, authority and responsibility within the Practice for handling Client complaints and for the effective implementation of suitable corrective action.
- 1.b The initial Terms of Business letter states the name of the Person responsible for handling the client's matter.
- 1.c This letter informs the client that if he/she has a complaint he/she should raise the complaint directly with Jeffrey Bannister or Joseph Wright (Partners).
- 1.d Upon receiving a complaint the information is recorded by a Partner in the central file of complaints.
- 1.e Corrective action and complaint resolution is recorded in detail.
- 1.f Where corrective action requires modification to procedures or methods, then these changes will be noted on the complaints log sheet. Any amendments to procedures contained in this Manual will follow the normal update procedures.
- 1.g Should resolution of the complaint require disciplinary actions these will be dealt with accordingly.
- 1.h In summary the actions are as follows:-

In the first instance, any client complaint should be raised with the fee earner responsible for the client's work, giving rise to the complaint.

Upon receipt of a complaint, the fee earner must immediately respond and endeavor to understand and alleviate the clients concern.

If the problem cannot be resolved between the client and the fee earner, it must be immediately referred to a Partner who will contact the client and confirm in writing

The name of the person dealing with the complaint

How the complaint will be handled and the time frame for an initial and/or substantive response. If the client wants a copy of this complaint's procedure it will be sent to them.

If following consideration, the complaint is upheld, the Partner will consider, agree and implement any appropriate redress.

If following the firm's final response, the client is still dissatisfied, he will be informed about Legal Services Ombudsman and the procedure to be followed.

A central record of complaints is maintained with relevant copy documents. It is imperative that all complaints are dealt with promptly. Failure to do so will be deemed to be a breach of discipline.