

## **COMPLAINTS PROCEDURE**

This procedure applies to all formal complaints received from a client (or organisation on behalf of a client) or third party irrespective of the nature of the complaint or the method of communication (e.g. telephone, fax, letter, personal visit). A formal complaint is defined as a “clear expression of dissatisfaction” by the client. Those instances where a client is merely “airing frustration” will not be regarded as a formal complaint and will be dealt with by the caseworker dealing with the matter.

### **1. Complaints received directly from clients**

- 1.1 All clients will have received a letter specific to their case and a client care letter detailing the organisations client care procedure.
- 1.2 If a complaint is directed at the caseworker handling the case, then he or she shall decide whether the complaint is formal or not in accordance with the definition given in the scope of this procedure and refer it to the Mrs Parminder Kaur Mattoo, the Complaints Handling Partner by email ([Parminder@mtgsolicitors.com](mailto:Parminder@mtgsolicitors.com)). In addition, Mr Malik Asim Saeed ([malik@mtgsolicitors.com](mailto:malik@mtgsolicitors.com)), Senior Partner, shall be advised of all formal complaints. Any complaint addressed to the Complaints Handling Partner shall be regarded as a formal complaint.

### **Complaints Procedure Stage 1**

- 1.3 Recipients of a formal complaint shall open an entry in the Central Records Register held on the Computer and shall record the complainant’s name, the nature of the complaint, date and the name of the caseworker handling the case. Acknowledgement of the complaint should be sent to the client together with the timescale at 1.3 below.
- 1.4 If the caseworker can resolve the complaint then the caseworker shall inform the Partner as to how the complaint is to be resolved and if resolved provide details of how it was resolved.

### **Complaints Procedure Stage 2**

- 1.5 If the caseworker cannot resolve the complaint then the caseworker shall advise Parminder Mattoo, the Complaints Handling Partner. A copy of the complaints procedure will be sent to the client informing the client that the matter has been referred to a partner for further investigation.
- 1.6 The Complaints Handling Partner will further investigate the complaint and in all circumstances possible make an appointment for the client to attend the office to discuss the matter personally. The Complaints Handling Partner will inform the client in writing of the final outcome of the investigation. The client also needs to be informed that if he is dissatisfied with the final outcome, he may take the matter further to the Solicitors Regulation Authority.
- 1.7 The complaints register should be updated as necessary during the investigation of the Complaint.

### **2. Timescale for dealing with Complaints**

In all cases of formal complaints, MTG shall endeavour to adhere to the following timescale:

- 2.1** Within 5 working days of the written complaint:
- Acknowledge the complaint in writing.
  - Inform the client of the person who will deal with the Complaint
  - Ask the client to clarify any unclear points of the complaint.
  - Clarify what our understanding of the complaint is.
  - Ask the client to confirm our understanding of the Complaint.
  - Enter the Complaint in the Complaints Register
- 2.2** Within 4 working days of receiving clients acknowledgement that our understanding of the complaint is correct:
- Advise the client of the method to be used for resolving the complaint.
    - Written
    - Face to Face Meeting.
- 2.3** Within 15 working days of client's acknowledgement that our understanding of the complaint is correct:
- Review the file
  - Provide the client with our detailed response:
    - In writing; or
    - Face to face meeting (confirm in writing)
- 2.4** Within 5 working days receiving client's response to our detailed response (if unresolved):
- Invite client to office to discuss complaint with the Complaints Handling Partner with a view to resolving it.
- 2.5** Within 5 working days of above meeting:
- Confirm the outcome of the meeting to the Client.
- 2.6** Within 5 working days of 2.4 or 2.5 above
- If the complaint is still unresolved and MTG is unable to put forward further proposals for settlement:
    - provide the client with details of how and where to refer the matter to the SRA.
    - Enter the outcome in Complaints Register.

### **3. All Complaints**

- 3.1** The Senior Partner shall review the Central Complaints Register to check the dates of progress and draw caseworkers attention to any complaints that have not been actioned within the time scales set in this procedure.
- 3.2** If during the course of investigating a complaint it becomes obvious that working practices need to be amended, staff retrained or other changes to internal systems initiated, the Senior Partner shall take the necessary action.