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# Sample Consumer Complaints Procedure

## General Procedure

* All employees need to be sensitive to the idea that consumers may make a complaint in a variety of ways, including phone calls, voice mail, email, or regular mail.
* If you see or hear something that looks or sounds like a complaint, fill out the Complaint Intake Form (attached). Attach a copy of the email printout or letter, or notes from the voice mail, to the Complaint Intake Form. Deliver it to the Complaint Coordinator (Ms. ABC) as soon as possible, but in no event later than at the end of the day.
* Complaint Coordinator maintains the Complaint Log (see attached) and will either handle the resolution of the complaint directly or ask the attorney or firm manager to resolve the complaint. The attorney or firm manager will contact the client by the end of the second business day to acknowledge receipt of the complaint and update the client with the status, such as ‘just started looking into it’ or ‘we’ve resolved it by…’
* Further, upon receipt of a complaint, Complaint Coordinator will investigate to determine the validity of the complaint, any mitigating factors, and the best solution. The determination of the best solution may involve others in the office.
* The goal will be to resolve the complaint within 3 business days, but if not able to be resolved by then, to provide the client with an update on what is happening and when a result is expected.

## Record Keeping and Reporting

Copies of all materials, such as the initial complaint, the Complaint Intake Form, etc. should either be put in an individual file folder or scanned to the server in an electronic file folder.

## Follow Up Meeting

Ona monthly basis, Complaint Coordinator will make a brief presentation to the Staff about the complaints received. The purpose is to keep the Staff informed and to provide an opportunity for suggestions on how to avoid similar complaints in the future. If there are repeated complaints on the same subject, consider additional training in this area for all staff.

**SAMPLE WRITTEN POLICY: Summary of Procedure**

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| **Action** | **Timeframe** |
| Customer complaint received |  |
| Complaint intake form is filled out | By the end of the day |
| Complaint intake form delivered to Complaint Coordinator | By the end of the day |
| Customer is contacted for acknowledgment of receipt of complaint and/or to obtain additional information | By the end of the second day |
| Status update is made to the consumer If the complaint is not resolvable within 3 additional business days. | By the end of the 5th business day |
| Status update every 3rd business day thereafter. | By the end of the 8th business day and subsequent days until the complaint is resolved. |
| Complaint intake form is completed and a copy is either uploaded to server or kept in a separate file along with others | At resolution of the complaint. |