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#7 Consumer Complaints
Adopt and maintain procedures for resolving consumer complaints.

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| PurposeA process for receiving and addressing consumer complaints is important to ensure that any instances of poor service or non-compliance do not go undiscovered. |
| What You Should KnowThe CFPB bulletin issued in April 2012 addresses the need for lenders to manage their third party service providers to limit the potential for statutory or regulatory violations and related consumer harm. Closing attorneys are encouraged to establish internal controls and monitoring of their interaction with clients with an eye to compliance with consumer laws, including a process to take prompt action to address fully any problems identified. Creating and maintaining a formal complaints procedure demonstrates a commitment to reducing risks to consumers. |  | Items to Consider and Discuss* Who will be responsible for handling complaints?
* What kind of training can you provide to equip your employees to handle clients and client complaints?
* How can you track and monitor client complaints to assure that you are notified and they are appropriately handled?
* How can you use complaints as a tool to improve your law firm?
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