
COMPLAINTS POLICY

Ebborn Law Complaints Policy v02.0

1. What are Complaints?

- 1.1. Within the scope of our business anything that causes distress, annoyance, concern or hurt to a client could result in a complaint.
- 1.2. The Lawyers and Conveyancers Act 2006 specifies what constitutes a complaint under law and provides remedies. This type of complaint is called a *Statutory* Complaint.
- 1.3. Complaints that fall outside of the definition in the Act are called *Internal* Complaints.
- 1.4. A complaint occurs at the first instance a client expresses dissatisfaction with an employee or agent of Ebborn Law.

2. Why is a Complaints Policy needed?

- 2.1. To ensure that all clients are treated consistently.
- 2.2. This Policy ensures consistency across the entire firm.

3. Procedures governed by this Policy

- 3.1. The following Procedures are governed by this Policy:
 - PRLAW-003A Complaint Investigation Procedure

4. Key principals

- 4.1. All complaints are treated as serious and must be investigated immediately, as per this policy.
- 4.2. A complaint occurs at the first instance a client expresses dissatisfaction with an employee or agent of Ebborn Law – in other words a client does not need to make a formal approach to the Chief Executive Officer, they just need to express dissatisfaction, and any staff member may institute the complaints process as an own-motion.

5. Requirement to Act

- 5.1. If a client's complaint cannot be resolved immediately to their satisfaction, Ebborn Law will appoint a senior lawyer who has not been involved in the matter to deal with it promptly and fairly.
- 5.2. If a client remains unsatisfied they have the right to take the matter up with the New Zealand Law Society's complaints service. Information about the complaint process is online at www.LawSociety.org.nz or freephone (0800) 261 801.

6. Receiving a Complaint

- 6.1. Complaints can be received a number of ways, and staff must be alert to any comment that – whilst not couched in the form of a complaint – could raise an issue and be treated as such.

7. Natural Justice

- 7.1. Any staff member who receives a complaint concerning them has the right to be informed of the complaint and who has made the complaint, and shall be given an opportunity to respond to any allegations.

8. Customer Survey

- 8.1. In addition to a passive complaints procedure Ebborn Law shall also survey clients who have had services provided over a twelve (12) month period, with a view to identifying any failure in service.

9. Complaints

- 9.1. Any complaints must be actioned immediately as per this Policy and the Mail Procedure.
- 9.2. Whilst the CEO is the key point of contact, internal complaint investigations will be delegated in the first instance by either the Principal Lawyer or Operations Manager (depending on the subject of the complaint).

10. Privacy and confidentiality

- 10.1. All information that relates to client matters or Court activities are private and confidential and must be treated as such. At no time will information we hold on behalf or about clients be disclosed unless we are required to do so by law or – if allowed under legislation and other various covenants – where it is necessary to do so to provide our services to the client or when requested by the client or with their consent.