



# Interact Law

## **Interact Law - Complaints Policy**

### **Purpose**

Interact Law is committed to providing high quality services to its clients through a reliable and effective referral system between members. Interact Law encourages members to work in an open and accountable way that builds trust and creates excellent relationships between members.

Interact Law welcomes all feedback on the work and services provided by its members, whether this feedback is good or bad. Wherever possible, Interact Law encourages members to handle complaints informally. Where this is not achievable, this policy describes the way in which a member can make a formal complaint about another member of the network.

This policy covers member-to-member complaints only. Each member should have its own individual complaints policy as appropriate.

### **Complaints**

For the purposes of this policy, a complaint comprises any written or spoken expression of dissatisfaction with the service provided by anyone working for a member of Interact Law. A complaint may relate to delays in or failures to replying to emails, letters or telephone calls, allegations of discourtesy, refusal to answer reasonable questions, neglecting to provide information about fees and/or the progress of a matter.

In this policy, a complaint may relate to work provided to a client or cover any aspect of the working relationship between Interact Law members themselves.

This policy does not cover aspects that relate to professional conduct or matters that are covered by professional insurance policies.

### **Complaints Officer and Deputy Complaints Officer**

From time to time, the Board of Directors of Interact Law will appoint a Complaints Officer who will have the ultimate responsibility for this policy and for handling complaints raised by members under this policy.

The contact details of the Complaints Officer are:

**David Archer**

Email: [davidarcher@bdbpitmans.com](mailto:davidarcher@bdbpitmans.com)

The Board of Directors will also appoint a Deputy Complaints Officer who will be stepping into the Complaints Officer's shoes in the event that the Complaints Officer is unavailable to handle a complaint or where the complaint involves the Complaints Officer.

The contact details of the Deputy Complaints Officer are:

**Evelyn Ashley**

Email: eashley@trusted-counsel.com

**Complaints Handling Procedure**

Interact Law envisages a three-stage procedure to address complaints:

Stage 1

The complainant should speak to or write directly to the main contact person of the Interact Law member. The contact details of such person should be available online, failing which the complainant should ask the Complaints Officer for such details.

Where the complaint involves the main contact person of the member, the complainant should go to Stage 2 directly.

Stage 2

Where at Stage 1 the main contact person of the member is not able to resolve matters to the complainant's reasonable satisfaction or where the complainant finds it difficult to speak to this member about the complaint, the complainant shall speak or write to the Complaints Officer.

The Complaint Officer will discuss the issues with the complainant and the member that is being complained of to understand the issues at stake. The Complaints Officer will investigate the dispute where appropriate and resolve those as he sees fit having due regards to, amongst others, the nature and the seriousness of the issues.

Stage 3

In the event that the complainant is dissatisfied with the way the Complaints Officer handled the complaint, the complaint should be addressed to the Deputy Officer.

The Deputy Officer will investigate the complaint, take steps and propose actions he deems appropriate to resolve the dispute.

**Potential Consequences**

At any stage of the complaint handling and at their discretion, the Complaints Officer and/or the Deputy Officer (as appropriate) will report the complaints raised under this policy to the Board of Directors of Interact Law.

Where appropriate, the Board of Directors reserve the right to expel a member of Interact Law.