

adt workplace

**COMPLAINTS
POLICY**

Version 8.0
December 2022

COMPLAINTS POLICY

OUR COMPLAINTS POLICY

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

WHAT WILL HAPPEN NEXT?

1. We will contact the complainant within 24 hours and investigate further to find the right course of action to resolve appropriately.
2. We will then invite you to a meeting to discuss and hopefully resolve your complaint. This will be scheduled within 14 days of sending you the acknowledgement letter.
3. Within three days of the meeting, we will write to you to confirm what took place and any solutions that has been agreed with you.
4. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including any suggestions for resolving the matter. This will be sent within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter to review the decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact the

DOCUMENT CONTROL

DATE	VERSION	DESCRIPTION/ CHANGE	AUTHOR	REVIEWER
Jan 16	1.0	Conversion of existing policy into current template and track future revisions from this point forward	TC/KK	DC
Apr 17	2.0	Logo updated		DC
Jan 18	3.0	Reviewed No update required		DC
Jan 19	4.0	Reviewed No update required		DC
Jan 20	5.0	Reviewed No update required		DC
Jan 21	6.0	Reviewed No update required		DC
Jan 22	7.0	Reviewed No update required		KK/JC
Dec 22	8.0	Response time amended		KK/HP