

## CHECKLIST

The checklist below is a useful reminder for the complaints handling partner and/or fee earner.

- ☐ Acknowledge complaint
- ☐ Advise your client who is considering their complaint
- ☐ Give your client a timeframe for a response
- ☐ Your client's communication preferences
- ☐ Provide internal complaints procedure
- ☐ Provide LCS contact details
- ☐ Identify and clarify all complaints raised
- ☐ Consider from your client's point of view
- ☐ Advise fee earner
- ☐ Respond in 28 days
- ☐ Explain steps taken to investigate
- ☐ Demonstrate your client's concerns have been considered
- ☐ Explain reasons for views held in respect of each complaint
- ☐ Apologise/offer remedy where appropriate
- ☐ Remind of option to go to LCS