



## **Complaints Process**

We are committed to addressing all complaints promptly, fairly, and confidentially.

1. Employees or clients with a complaint should first raise the issue with their immediate supervisor or manager.
2. If unresolved, the complaint should be put in writing and submitted to the Practice Manager.
3. The Practice Manager will acknowledge receipt within 5 business days and investigate the matter.
4. All complaints will be treated confidentially and impartially.
5. A response or proposed resolution will be provided within 14 business days.
6. If the complainant is not satisfied, the issue may be escalated to the Managing Partner for final review.