

Dogan & Wilkinson, PLLC
Complaint Resolution Policy & Procedure
Adopted 01/01/16

Policy Statement

Dogan & Wilkinson, PLLC is committed to providing a professional, fair, efficient, courteous and helpful service to the public and a key aspect for achieving this is to promptly investigate and, where possible, resolve complaints about its service to the satisfaction of the customer.

Dealing with complaints effectively and efficiently is a core element of Dogan & Wilkinson, PLLC's customer service and reflects Dogan & Wilkinson, PLLC's commitment to service excellence.

Scope

This policy applies to the handling of all formal complaints submitted to Dogan & Wilkinson, PLLC. For the purposes of this policy, *a complaint is defined as any expression of dissatisfaction about the service(s) provided by Dogan & Wilkinson, PLLC and/or about the professional conduct of Dogan & Wilkinson, PLLC staff, including any sub-contractors used by Dogan & Wilkinson, PLLC.*

Examples of the types of complaints are:

- Poor service or failure to meet promise/commitment
- A failure to follow policies, procedures or written instructions
- Mistakes/Errors by Dogan & Wilkinson, PLLC personnel
- Unreasonable delay caused by Dogan & Wilkinson, PLLC
- Wrong or misleading information provided to consumer
- A failure to provide explanations or give reasons for decisions
- Discrimination of any kind, inconsistency or lack of objectivity
- Inappropriate staff behavior, discourtesy, disrespect or rudeness

Purpose:

It is the policy of Dogan & Wilkinson, PLLC to provide a complaint resolution procedure that is timely and responsive to consumers of our services.

- All employees will welcome complaints with the understanding that our goal is satisfied customers.
- Dogan & Wilkinson, PLLC will always endeavor to respond to consumer complaints using the consumers preferred mode of communication. Where this is not specified, Dogan & Wilkinson, PLLC will usually respond using the same mode of communication as the complainant has used to raise the complaint.

Step One: Upon the receipt of a complaint the person receiving the complaint or becoming aware of a complaint will fill out the Company Complaint Intake Form, attaching a copy of any emails, letters, or notes from the voice mail, that will be helpful in providing a full picture to the Supervising Attorney or anyone else involved later in the process.

- Contact the customer by telephone / email to acknowledge receipt of the complaint. Discuss the complaint with the customer and ask the customer how they would like the matter resolved.
- The Complaint Intake Form should be delivered to the Company's designated Supervising Attorney as soon as possible, but in no event later than the end of the business day which the complaint came

in or was discovered. The employee will provide the consumer with the Supervising Attorney's name and contact information.

Step Two: The Supervising Attorney will review the Complaint Intake Form and any documentation attached.

- The Complaint will be logged on the Company's Annual Complaint Log and the Supervising Attorney will determine if there is a need to notify any other parties about the complaint.
- If necessary, the Supervising Attorney will request additional information or speak directly with any employees involved to be sure the Supervising Attorney has all the necessary information and respond to the party who made the complaint to the best of their ability and authority.
- The *goal* is to resolve any complaints within three business days. Depending on the nature of the complaint, the Supervising Attorney will contact the consumer by the end of the second business day from the Complaint Intake to acknowledge receipt of the complaint and update the customer with the status.
- If the Supervising Attorney is unable to resolve the complaint within three business days, the consumer will be updated by the Supervising Attorney on progress (even if there is no progress) every 3rd day from initial contact until resolution is reached.
- If the Supervising Attorney is unable to satisfactorily resolve the complaint within three business days, they will bring the matter to the attention of the Partners of the Firm.

Step Three: The Firm Partners will designate a Firm Partner to respond to the consumer within two business days of being notified by the Supervising Attorney that the issue has not been resolved.

- The Firm Partner will utilize objectivity and flexibility (being mindful of state and federal regulations for the title industry) in determining the proper resolution.
- The decision of the Firm Partner is final. Only the designated Firm Partner shall have the authority to revise the decision should additional information be provided that would warrant a change in part or whole of the Firm Partner's original decision for resolution.
- The Firm Partner's explanation and resolution will be communicated to the party that made the complaint directly by the Firm Partner *or if the Firm Partner designates*, by the Supervising Attorney the same business day as the Firm Partner outlines the resolution.

HOW MIGHT DOGAN & WILKINSON, PLLC RESPOND AFTER REVIEWING A COMPLAINT?

- An explanation
- Provision of a service, an additional service or a follow up service;
- A change of the initial decision;
- Confirmation of the original decision;
- Additional training for staff;
- A change in operational practice to try to prevent a similar event from occurring; and
- In some cases, a change in policy or practice.

Record Keeping and Reporting:

- Copies of all documentation related to the complaint, such as the initial email, the Complaint Intake Form, notes, etc. will be scanned to the server and held in an electronic file folder (or hard copy Complaint Portfolio).

- All complaints will be updated on the Annual Complaint Log completing all the areas listed on the Log at the close/resolution of complaint.

Monthly Meeting:

- On a monthly basis, Supervising Attorney will make a brief presentation to the Staff about the complaints received and any resolutions.
- The purpose is to keep the Staff informed and to provide an opportunity for suggestions on how to avoid similar complaints in the future, illuminate training needs and discuss trends.