

CLIENT COMPLAINT POLICY

1. Commitment

ATW is committed to ensuring efficient and fair resolution of service queries and complaints.

2. Aim

ATW values and maintains a commitment to excellence in the delivery of high quality, efficient, timely and responsive services.

3. This policy will assist ATW in

- 3.1. The provision of the highest possible quality service to our clients and customers;
- 3.2. Increasing the level of customer satisfaction with the delivery of ATW's services or products; and
- 3.3. Enhancing our relationship with our clients.

4. What is a complaint?

A complaint is any expression of dissatisfaction received by ATW relating to a service provided.

5. Visibility

ATW promotes the existence of this Policy to all clients, through reference to of our policy on the ATW website to clients at the commencement of instruction.

6. Fairness

ATW recognises the need to be fair and equitable to the complainant and the employee of ATW against whom the complaint is made.

7. Data collection and evaluation

ATW collects and records data on complaints lodged and outcomes to assist in the identification of systemic and recurring problems and/or potential improvements to service delivery and client relations.

8. How to make a complaint

- 8.1. You may raise a service query or make a complaint to your solicitor at ATW or to ATW's Client Relations Director who is Jane Saltoon, or in the event that the conflict is about Jane Saltoon, the officer is Sue Abrams:

Telephone: (02) 9261 3122

Facsimile: (02) 9261 3102

Email: js@atwfl.com.au or sa@atwfl.com.au

8.2. Oral complaints (in person or by telephone) may be made by any client directly to the solicitor responsible or the Client Relations Director.

8.3. General written complaints (including facsimile or email) may be made about the quality of any service provided by ATW to the solicitor responsible or the Client Relations Director.

8.4. Specific written complaints (personal) may be made by a client about the unsatisfactory performance of an employee of ATW to the solicitor responsible or the Client Relations Director.

9. Process upon receipt of a complaint

9.1. When ATW receives a complaint from you, whether it is oral or written, the Client Relations Director will investigate your complaint and be responsible for communicating with you.

9.2. The Client Relations Director at ATW will assess all complaints.

10. Reasons

The Client Relations Director at ATW shall give reasons for determination of the complaint.