

# McKenzie Friend Organisation

Email: [Help@McKenzie-Friend.Org.UK](mailto:Help@McKenzie-Friend.Org.UK)

Tel: 0333 5678 333

## Complaints Policy

The McKenzie Friend Organisation is committed to providing a high-quality service to all 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 send us an email (to: [Help@McKenzie-Friend.Org.UK](mailto:Help@McKenzie-Friend.Org.UK)) with full details and also stating what remedy you are seeking. We have allowed four weeks to consider your complaint fully. If we have not resolved it within this time we will inform you of the reason for the delay and advise you of a new timeframe.

All complaints are taken seriously with a view to reviewing our processes in order to enhance both the effectiveness of service we offer and to improve the quality of our McKenzie Friends.

### What will happen when we receive a complaint?

1. We will send you an email acknowledging receipt of your complaint within two days of receiving it, enclosing a copy of this procedure and information about the named individual dealing with your complaint.
2. We will then investigate your complaint. This will normally involve passing your complaint to a named client care administrator who will review your complaint and speak with the McKenzie Friend who acted for you.
3. A detailed written reply to your complaint, including any suggestions for resolving the matter, will be sent to you after fourteen days of sending you our acknowledgement letter. (1. above.)
4. At this stage, if you remain dissatisfied with our reply, you should contact us again and we will arrange for named Senior McKenzie Friend, unconnected with the matter, to review the case.
5. We will then write to you within seven days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
6. If you advise us that you are still not satisfied and the McKenzie Friend belongs to a regulatory body, for example the Institute of Paralegals, National Association of Licensed Paralegals, the Professional Paralegal Register or the Solicitors Regulation Authority, we will inform you of this for your further consideration.

On behalf of the McKenzie Friend Organisation I sincerely hope that we will be able to resolve any complaint for a mutual benefit and outcome.

Yours sincerely



Steven Allan  
Chairman