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| **Log Ref** | **Client name/****contact details** | **Date complaint was made** | **How was complaint made** | **Description of complaint** | **Person dealing with complaint** | **Person(s) complained about** | **Business Category** | **status (open-resolved)** | **Outcome/ Actions taken** | **Any issues outstanding** | **close date** | **Resolved First Tier?** | **Signposted SLCC** | **Complainant Feedback** |
| 1 | Mr X, 234 Quality Street QW23 9UY | 01/06/2017 | Email | Undue delay in concluding missives; failing to respond to telephone calls/emails timeously | CRM | A. Practitioner | Conveyancing | Resolved | Agreed that communication could have been better. Fully advised why missives are taking long to conclude. Apology given along with restricted fee note. | Feedback form to be issued once work has been completed | 23/06/2017 | Yes | N/A | Not sent yet |
| 2 | Mrs Q, 123 Lime Crescent UP34 1JK | 05/06/2017 | Telephone | Unhappy with level of fees. States that feeing arrangements were not made clear. | CRM | B. Practitioner | Family | Unresolved | Letter sent offering a meeting to explain fee note/breakdown of fees/options for taxation etc. Complainer not happy that we will not reduce fee note. | N/A | 12/06/2017 | No | Yes | Not received |

**Complaint log template**