

Complaint Resolution Policy

At PostScript Legal, we are committed to delivering exceptional service and professionalism. We recognize that from time to time, concerns or complaints may arise. This Complaint Resolution Policy outlines the process for submitting, investigating, and resolving complaints in a timely, fair, and respectful manner.

1. Objectives

- Ensure clients and stakeholders have a clear avenue to report concerns.
- Address complaints promptly, thoroughly, and impartially.
- Use complaint data to improve service quality and client satisfaction.

2. Scope

This policy applies to all clients, vendors, and individuals who engage with PostScript Legal and wish to raise a formal concern regarding our process serving services, communications, or conduct of representatives.

3. Submitting a Complaint

Complaints can be submitted in writing via:

- Email: serve@postscriptlegal.com
- Mail: 1891 Scott Lane #303 West Saint Paul, MN 55118
- Web Form: www.postscriptlegal.com

All complaints should include:

- Full name and contact information
- Description of the incident or concern
- Date of occurrence
- Names of individuals involved (if known)

4. Acknowledgment and Response Time

Complaints will be acknowledged within 2 business days of receipt. A full response will typically be provided within 7 business days. If further investigation is needed, the complainant will be informed of the extended timeline.

5. Investigation Process

Complaints will be investigated by a designated member of the management team. All information will be treated with confidentiality and respect. The investigation may include interviews with relevant parties, document review, and assessment of procedural adherence.

6. Resolution and Outcomes

Following the investigation, PostScript Legal will provide a written outcome to the complainant. Where appropriate, corrective actions will be implemented, such as retraining, refunds, or disciplinary measures.

7. Appeals

If the complainant is dissatisfied with the outcome, they may submit an appeal in writing within 10 business days. Appeals will be reviewed by a senior manager not involved in the original investigation.

8. Non-Retaliation

PostScript Legal strictly prohibits retaliation against anyone who files a complaint in good faith or participates in the investigation process.

9. Review and Updates

This policy is reviewed annually and may be updated at any time to reflect changes in law, regulations, or company procedures.