



# GUARDIAN

## WILLS & PROBATE

COMPLAINT RESOLUTION

## **Managing complaints and feedback**

The team at Gregson & Associates are committed to providing the highest standards of service. Whilst we hope never to receive a complaint, we value continuous improvement. We recognise that any individual or organisation may be affected by our operations or services and that an affected party should have a right to submit feedback or to lodge a complaint with us.

### **How to provide feedback or make a complaint:**

- Email [reception@guardianwills.com.au](mailto:reception@guardianwills.com.au)
- Write a letter of feedback or complaint and post it to PO Box Z5017 St George's Terrace Perth WA 6831.
- Telephoning (08) 9300 1708 and lodging your feedback or complaint with one of our staff. This can be done anonymously; however, if it is done anonymously then we will be unable to provide you with the outcome of the investigation.

### **Complaint Process:**

1. Within 14 days of receiving your complaint you will receive acknowledgement from a Complaint Resolution Officer ('CRO').
2. The complaint will be registered on our complaint and dissatisfaction register (which we review annually to ensure improvements to best practice and in order to prevent future complaints or dissatisfaction).
3. Your complaint will be investigated by the CRO and you may be contacted for further information to progress the complaint.
4. The CRO will make all reasonable efforts to resolve your complaint and to provide you with the outcome within 28 days of receiving your complaint. This response time may be extended by the CRO if the complaint is complicated or requires further investigation.
5. You will be advised in writing of the outcome of your complaint. If you have elected to make your complaint via telephone, you will be contacted by telephone to advise you of the outcome.
6. If you have made your complaint anonymously, we will not be able to advise you of the outcome of your complaint. If you wish to provide contact details at any time, please do not hesitate to contact our office and update your complaint and provide those details.

### **Unsatisfied with the outcome of the complaint?**

If you are not satisfied with the outcome of your complaint, you must request the complaint be reviewed by the principal lawyer. If the outcome of that review is considered unsatisfactory to you then you may wish to consider making a complaint to the Legal Practice Board via their website <https://www.lpbwa.org.au/Complaints> or by contacting them on (08) 62113600.





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## WILLS & PROBATE

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