

Complaints Management Process & Procedures

Allygroup is committed to offering an open and transparent service to its clients and to those we deal with professionally. As part of this culture of transparency, Allygroup has adopted these complaints management processes and procedures.

How to make a complaint about Allygroup

Complaints about Allygroup can be made in writing, by telephone, by email or in person.

Complaints can be directed to:
Allygroup
Level 14, Bligh Chambers
25 Bligh Street
Sydney NSW 2000
Telephone: (02) 9216 9800
Email: info@Allygroup.com.au
Web: www.Allygroup.com.au

The Allygroup Complaints officer is
Craig Allsopp, Director
Allygroup
Level 14, Bligh Chambers
25 Bligh Street
Sydney NSW 2000
Telephone: (02) 9216 9800
Email: info@Allygroup.com.au
Web: www.Allygroup.com.au

Complaints Management Process

Allygroup's complaints management process comprises three stages:

1. First Point of Contact:

The Allygroup staff member who receives the complaint is to deal with it at the first instance. The staff member may receive the complaint by telephone or through writing or email. Certain complaints, including those raising very serious concerns, are to be automatically referred to the next stage.

If the complainant is satisfied with response to the complaint at the first point of contact, no further action is required.

2. First Review

An Allygroup staff member should automatically refer certain complaints to the Allygroup Complaints Officer. These include complaints about the staff member's own conduct, where it is not appropriate for the staff member to deal with it, and those of a more serious nature.

A complaint should also be referred to the Complaints Officer when a staff member has tried to resolve a matter but the complainant is still dissatisfied and would like to deal with another person.

The Complaints Officer must not have been involved in the original action that is under review and must be no less senior than the officer who undertook the administrative action. If the appointed Complaints Officer has a potential or perceived conflict of interest in regard to the investigation, another officer must be appointed by the Allygroup CEO.

If the complainant is pursuing the complaint through an alternative process (such as the relevant state Law Society's complaints process), the complainant would be expected to complete that process before any investigation by Allygroup commences.

The Complaints Officer will ensure that a complainant is advised of the review within 10 working days. The timeframe for completing a First Review will depend on the circumstances including the seriousness, urgency and complexity of the matters to be investigated. The Complaints Officer will keep the complainant informed of the progress of the investigation.

Upon completion of the First Review, the complainant will be provided with a Statement of Reasons. The Statement of Reasons describes:

- The relevant Allygroup policies, local laws and other statutory provisions, such as the sections of legislation or Law Society guidelines;
- Correspondence and other communications relating to the complaint;
- Evidence and other material available to Allygroup;
- Findings of fact;
- Any decisions made by Allygroup in regard to the complaint; and
- The reasons for Allygroup's decisions.

If the complainant is satisfied with the Statement of Reasons from the First Review, no further action is required.

3. Second Review

If the complainant remains dissatisfied with the outcome from the First Review, the complainant may request a Second Review by the Allygroup Managing Director.

The Managing Director will consider the request, the Statement of Reasons from the First Review, and any other relevant information that is available.

The Managing Director will either:

- Determine that a Second Review is warranted;
- Determine that all avenues for perusing the complaint have been exhausted and no further investigation is required.

If a Second Review is not considered to be warranted, the complainant will be advised of that decision and the reasons for the decision. If the complainant is satisfied with that response, no further action is required.

If the Managing Director considers that a Second Review is warranted, the complainant will be advised accordingly and the Managing Director will conduct further investigation, analysis and consultation with the complainant and other stakeholders as required.

The Second Review will consider the process that was followed during the First Review.

The Managing Director will consider all available evidence, make a decision or recommendation and provide a report on the findings of the Second Review to the Allygroup CEO.

The complainant will be advised of the final decision and be provided with a second Statement of Reasons. The complainant will also be provided with information about the complaint process of relevant state Law Society. If the complainant is satisfied with the response from the Second Review, no further action is required.

If the complainant is dissatisfied with the response from the Managing Director, the complainant can refer the matter to the relevant state Law Society, if the complaint is about an Allygroup solicitor.

Complainants will not be disadvantaged for complaining

Clients and other people who we have professional dealings with are welcome to complain about any aspect of Allygroup's service. All complaints will be dealt with confidentially. No person will suffer reprisals as a result of complaining about us.