

Lowndes Jordan Complaints Policy

We maintain a procedure for handling any complaints by clients, designed to ensure that a complaint is dealt with promptly and fairly.

If you have a complaint about our services or charges, you may refer your complaint to the person in our firm who has overall responsibility for your work, or if applicable, their responsible Partner.

If you do not wish to refer your complaint to that person, or you are not satisfied with that person's response to your complaint, you may refer your complaint to David White, who is our General Manager.

David may be contacted as follows:

by letter at PO Box 5966, Auckland, New Zealand;

by email at dhw@lojo.co.nz;

by telephoning him on (09) 280 0349.

The Law Society operates the Lawyers Complaints Service and you are able to make a complaint to that service. To do so, phone **0800 261 801** and you will be connected to the nearest Complaints Service Office, which can provide information and advice about making a complaint.

This policy should be read in conjunction with Lowndes Jordan's Terms of Engagement and separate Client Care Information, copies of which are on our website at www.lojo.co.nz