

knowmore is committed to being open and responsive to feedback or complaints from our clients. We welcome positive or negative feedback and suggestions for improvement of our service.

The purpose of this procedure is to record the process by which clients can communicate any feedback or complaints about **knowmore's** services, and how complaints will be handled.

Procedure

1. Clients and members of the community who have positive or negative feedback or a complaint in relation to knowmore's services can communicate their issue to **knowmore's** Principal Lawyer by email or phone.
2. The Principal Lawyer will ordinarily have primary responsibility for handling any complaint about how **knowmore's** services have been delivered.
3. Any staff member who receives a complaint about **knowmore's** service delivery directly from a client, or any person associated with a client, or any other source, must communicate that information to the Principal Lawyer as soon as possible.
4. If the Principal Lawyer is the subject of the complaint, the Executive Officer is to be advised directly and will determine how to handle the complaint.
5. If the Executive Officer is the subject of the complaint, the Chair of the **knowmore** sub-committee (the KMS) will be advised and will determine how to handle the complaint.
6. **knowmore** will address all complaints in a confidential and timely manner, including making contact with the person making the complaint to acknowledge receipt; to discuss the complainant's concerns and desired outcomes; to advise of the process for handling the matter; and, in due course, the outcome.
7. Any action required to resolve the complaint will commence as soon as possible.
8. **knowmore** will ensure that the complaint resolution process is thorough and addresses the specific issues raised by the complainant. No assumptions will be made nor any final action taken until all relevant information has been collected and considered.
9. Information regarding complaints will be treated confidentially and only communicated to those who need to be directly involved in investigating or resolving the complaint. This may include persons external to **knowmore** where insurance and governance obligations so require.
10. It is recognised that information arising from the receipt and resolution of complaints may in turn generate a need for **knowmore** to take action such as revising its processes or delivering training to staff. In such circumstances, general information about the complaint and related issues may need to be provided to relevant staff, but will be done in a way that does not identify any client or complainant.
11. Records of complaints will be recorded in **knowmore's** client database.
12. It is anticipated that most complaints about service delivery raised by clients will be resolved informally and expeditiously between the client and staff involved and the Principal Lawyer, to the satisfaction of the relevant client. If the issue remains unresolved, the Principal Lawyer will liaise with the Executive Officer to determine how to seek to further resolve the complaint.
13. **knowmore** recognises the right of clients to approach any organisation which has professional oversight responsibilities involving **knowmore** staff and service delivery, such as a state Law Society or equivalent body, and will advise complainants of such avenues where this procedure has not resolved the issue to their satisfaction.