

# Complaints Process

PITT & MOORE  
LAWYERS AND NOTARIES PUBLIC

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 responsible for your work.

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 the Pitt & Moore Standards Officer.

The Standards Officer may be contacted as follows:

- by letter;
- by email at [general.manager@pittandmoore.co.nz](mailto:general.manager@pittandmoore.co.nz);
- by telephoning (03) 545 6706.

The Law Society operates the Lawyers Complaints Service, and you can 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.