

Pather & Pather Attorneys – Complaints & Policy Procedure

Pather & Pather Attorneys (“the Firm”) is committed to delivering professional, ethical, and client-focused legal services. We recognise that, from time to time, clients or members of the public may have concerns or complaints. This policy provides a clear framework for lodging, recording, and resolving complaints in a fair, transparent, and timely manner.

1. Scope

This policy applies to:

- Clients of the Firm
- Members of the public engaging with the Firm
- Any third party directly affected by the Firm’s services or conduct

2. Complaints may relate to:

- Service delivery or communication
- Professional conduct of staff or attorneys
- Billing or fee disputes
- Any other matter that affects the Firm’s reputation or client relationship

3. Policy Statement

- All complaints will be taken seriously and handled confidentially.
- The Firm will ensure timely acknowledgment and resolution of complaints.
- Complainants will be treated with respect and fairness.
- The Firm will maintain proper records of all complaints and outcomes.
- Complaints handling will align with legal, ethical, and regulatory obligations.

4. How to Lodge a Complaint

Members of the public may lodge a complaint via any of the following channels:

1. Website Portal – An online complaints form will be made available on the Firm's official website.
2. Email – By sending details of the complaint to: complaints@patherandpather.co.za
3. Telephone – By calling the Firm's central reception and requesting to log a complaint.
4. In Writing – By delivering a letter to any branch of the Firm.

5. Required Information:

- Full name and contact details of the complainant
- Relationship to the Firm (e.g., client, public member)
- Details of the complaint (dates, events, individuals involved)
- Supporting documents, if any

6. Complaints Procedure

Step 1: Acknowledgment

- All complaints will be acknowledged within 3 working days.
- An acknowledgment email or letter will confirm receipt and provide a reference number.

Step 2: Initial Review

- Complaints will be logged in the Firm's Complaints Register.
- A designated staff member will conduct an initial assessment and attempt informal resolution where appropriate.

Step 3: Escalation to Managing Partners

- If unresolved or serious in nature, the complaint will be escalated to the Managing Partners:
 - * Mr Edward Abraham (Partner #1)
 - * Mr Sivi Pather (Partner #3)
- Johannesburg branch complaints will be escalated to Edward Abraham.
- If the complaint concerns one of the above partners directly, the other partner will independently review it.

Step 4: Investigation

- The responsible partner will gather relevant facts, review documents, and interview involved parties.
- The investigation will be completed within 15 working days, unless further time is required.

Step 5: Outcome & Response

- The complainant will receive a written response outlining findings, steps taken, and any remedial action.

Step 6: Appeal

- If dissatisfied, the complainant may request an internal appeal reviewed by the alternate partner.

Step 7: Closure

- Once resolved, the complaint will be closed in the Complaints Register and retained for 5 years.



7. Responsibilities

- All staff: Duty to report complaints immediately.
- Complaints Officer: Responsible for logging and tracking complaints.
- Managing Partners (Edward Abraham & Sivi Pather): Investigating and resolving escalated complaints.

8. Confidentiality

All complaints will be handled in strict confidence. Information will only be shared with those directly involved in resolving the matter.

9. Monitoring & Review

- Complaints will be reviewed quarterly by the Managing Partners to identify trends, risks, and areas for improvement.
- This policy will be reviewed annually and updated as required.