Complaint Process Flow Chart

LOCKTON®

Customer files a complaint via website, email, telephone calls or personal visit

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Compliant is received by Lockton associate who acknowledges the complaint on same day, and informs the line manager and Department head

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The Complaint Owner instigates the complaint, responds to the complaint within 2 days with the resolution and or the time frame required for the resolution, and inform the Compliance Officer. The complaint must be resolved within 15 days

← The line manager and Department head Delegate the complaint to a Complaint Owner → The Compliance Officer will log the complaint in the complaint register

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The Compliant owner endeavours to issue a resolution within 5 working days

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If the investigation and resolution require further time, the Complaint owner will inform the complainant to the progress and expected resolution time frame

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Customer not satisfied ← Action taken / Compliant resolved, and intimated to complainant → Customer satisfied

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The complaint is escalated to Senior Management or COO   End of process. Complaints log is updated.

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New resolution communicated to the complainant

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Customer not satisfied → Complainant will be informed of resolution options and the regulatory authority contact details.