



Lighthouse Title Best Practices 8 – Consumer Complaint Resolution Process

All employees need to be sensitive to the idea that consumers may make a complaint in a variety of ways, including phone calls, voice mail, email, or regular mail. Any employee can receive a complaint; therefore all employees have access to and the ability to complete a complaint intake form. This initiates our consumer complaint resolution process. The goal is to resolve the complaint within five business days. Complaints may also be easily submitted online at www.lighthousetitle.net through the Contact Us page. To send a direct email to the Title Complaints Coordinators, simply click on the Title Complaints link located on the right side of submission form.

In order to meet this goal, employees are required to forward the intake form the day it is received to the Title Complaint Coordinators at titlecomplaints@lighthousetitle.net.

Upon receipt of the complaint, an automated response will be sent to the submitter of the complaint assigning a tracking number and giving contact information of the coordinator.

The Complaint coordinator initiates and maintains a Complaint log in Request Tracker and will either handle the resolution of the complaint directly or, if necessary, assign the complaint to the next resolution level before the end of the second day.

The next level will contact the consumer by the end of the fourth day to explain the resolution or communicate the steps to resolution.

By end of the fourth day if Level 2 is unable to resolve the complaint they will assigned the complaint to the third and final level of resolution while also providing an update to the consumer.

Should the resolution not be possible by the end of the fifth day, consumer updates will be communicated each day thereafter.

