



**KENTARO MUGERWA & CO.**

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Advocates Solicitors and Consultants

**CUSTOMER CARE POLICY & PROCEDURE.**

**KENTARO MUGERWA & CO. ADVOCATES.**

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**Robert Mugabe Road**

**Mbuya- Kampala Uganda.**

## **CUSTOMER CARE POLICY & PROCEDURE**

### **1. INTRODUCTION.**

Kentaro Mugerwa & Co. Advocates is committed to providing exceptional legal services grounded in professionalism, integrity, and client satisfaction. This Customer Care Policy outlines our firm's commitment to delivering timely, respectful, and effective service to all clients and stakeholders.

### **2. MISSION AND PRIORITIES.**

Kentaro Mugerwa & Co. Advocates' mission is "A law firm dedicated to providing viable solutions to complex problems with guaranteed client satisfaction". This mission aims at providing our customers with;

- The good quality work.
- Professionalism.
- Viable solutions to customers challenges.
- Effective service delivery.
- Innovativeness.
- designed to meet the needs of all the people and diverse communities we serve.
- Effective Communication
- Legal Services in line with statutory requirements
- Legal Services in line with Kentaro Mugerwa & Co. Advocates' resources.

Kentaro Mugerwa & Co. Advocates wishes to continually enhance its unique delivery of legal services, meeting the needs of our customers.

### **3. CUSTOMER CARE POLICY.**

To support the delivery of the provision of Lega Services at Kentaro Mugerwa & Co. Advocates, our customer care policy is built around four key principles:

- a. Customer Care will be provided in a professional and ethical manner across the team by a well-trained and experienced staff.

- b. Every employee will give priority to the consideration of the needs of the individual customer, their right to information, to equality of access, to privacy and dignity;
- c. All of the Firm's Legal Services will consistently seek to attain a defined and published standard of quality and our customers will be informed of their course of redress when these standards are not met.
- d. The term "customer" will include colleagues in the Firm and partner agencies, and we recognise that caring for our customers begins with caring for others who form part of a service chain within the Firm and its partners.

Every person employed by Kentaro Mugerwa & Co. Advocates shall undergo customer training in order to influence the quality of service, which a customer receives and consequently their perception of the Law Firm. It is, therefore, vital to emphasise that the practices, which are set out in this policy, are relevant to everyone. They do not just apply to employees who have face-to-face contact with the public or to senior staff or to other teams providing direct services. Everyone can and must play their part with enthusiasm and commitment.

The Firm will play its part by;

- a. Giving customer care a high corporate priority;
- b. Developing corporate values and practices on customer care which are shared with in the Firm and communicated effectively.
- c. Setting out the good practice necessary to achieve the values in a way that supports a devolved management culture.
- d. Encouraging all employees to optimise their use of existing resources in delivering services and customer care.
- e. Providing additional resources where necessary, to supplement the resources provided by individual services in the development and delivery of customer care;
- f. providing customer care training for all of its employees;
- g. Availing its employees with all the required information concerning the customers' needs to ensure effective delivery of the services.
- h. regularly monitoring its customer care strategy to ensure that the needs of all its customers residents, visitors and in-house are met successfully.
- i. Providing a clear, accessible process for any customer to comment or complain about any aspect of the services provided.

### Values.

The customer care core values that we all share as a Law Firm are;

- a. **Transparency.** All employees of Kentaro Mugerwa & Co. Advocates shall be committed to always telling the true legal position to our customers and declare all resources to the firm.

- b. **Excellence.** Every employee of Kentaro Mugerwa & Co. Advocates shall be committed to delivering the agreed target in a timely manner, and shall achieve results with minimum resources.
- c. **Diligence.** Every employee of Kentaro Mugerwa & Co. Advocates shall be committed to working within the agreed work time frames, and harness skills sets so as to improve corporate competence.

Relaying on the aforementioned core values, our customers are the most important people to the Law Firm. They are the purpose of our work. All customers, whether Citizens, Non-Citizens, or colleagues, will be treated equally.

All our customers will have fair and equal access to all of Legal services.

Every customer is entitled to:

- a standard of service which is known and agreed;
- be listened to when they comment or complain;
- a sensitive response to their needs;
- a rapid response to their complaints;
- a courteous response to their enquiries;
- continuous attention by us to their satisfaction.
- On-time updates.

Our customers will be consulted to learn their views on the services they receive, and, on the way, they are treated as customers. There is a clear and accessible complaints procedure in place for every member.

Every new employee will receive training in customer care.

#### **4. AIMS OF POLICY.**

Kentaro Mugerwa & Co. Advocates is a law firm dedicated to providing a comprehensive range of legal services designed to meet customer's needs and expectations.

Our commitment to strategically offer sound advice requires that our teams and affiliates clearly understand customer needs in the context of the broader issues at stake. By balancing these dynamics, and by applying our legal expertise, we aim at providing an effective, appropriate and efficient service, not only to solve the challenges our Clients face but more importantly to create opportunities and guarantee sustainable growth for their enterprises.

Therefore this policy is aimed to:

- a. Ensure that services are delivered in a caring and professional way.

- b. Act as a framework of reference for staff, Members, customers and partners.
- c. Ensure that staff and Members are fully informed about their roles and responsibilities promote good practice in customer service including service standards.
- d. Ensure that performance is monitored, and that action is taken to address any problems provide clear guidance on how to deal with customer.

## **5. CUSTOMER CONTACT AND COMPLAINTS PROCEDURES.**

Dealing with Customer Contacts.

Kentaro Mugerwa & Co. Advocates has a Customer Contact procedure to help customers to comment on its services and give guidance to staff on how to deal with customer contacts through the departmental email addresses and offices lines. This include customers;

- Asking questions about services.
- Making comments on the services received.
- Passing compliments on the services.
- Making complaints about the services.

The Law Firm has adopted a procedure for dealing with each of these situations.

### **Access to the Procedure.**

Kentaro Mugerwa. & Co. Advocates' Customer Contact form is available to anyone seeking, receiving or affected by the services for which the Law Firm is responsible, or to anyone acting on their behalf. The customer contact form and other helpful advice will be available at our offices.

### **CUSTOMER CONTACT PROCEDURE.**

#### **a. Questions.**

Every effort should be made to deal with questions from customers straightaway at the first point of contact.

If you are unable to deal with the question yourself, pass it to your Supervisor or other officers, who will be able to deal with it. Make every effort to deal with the customer's question there and then, it will avoid a telephone or written contact in the future.

If you cannot resolve the query straight away, ensure you telephone, email or write to the person with the appropriate answer to the question they raise.

However, a response should be given within 24 hours. The initial response is very likely to be automated and personalised. The follow up reply will follow the same timescale as written replies. If you need to respond in writing, ensure you meet the Customer Care Standard for replying to correspondence.

b. Comments.

Again, try to deal with comments at the first point of contact. Many comments will be statements or points of information and may not require a response. If they do require a response, ensure it is dealt with quickly within the Customer Care Guidelines and normal service procedures. Remember to thank the customer for their comment, if it is appropriate. If, upon considering the comment, an action is agreed, ensure it is implemented and actioned quickly and, if possible, give appropriate credit.

### **WHAT DO WE MEAN BY A COMPLAINT?**

The Law Firm's formal definition of a Complaint is: "a formal or informal expression of dissatisfaction or concern about services, or behavior, or situation.

A complaint does not include;

- a. Requests for service,
- b. Requests for information or explanation of our policy or practice,
- c. Complaints about "third parties, who are not working on behalf of the Law Firm"

Our aim is to make sure that our customers feel that they can complain whenever they are dissatisfied with our services and that we will do all we can to deal with their complaint satisfactorily, openly and fairly. If the complaint is to another agency, then you should try and guide the customer to the correct contact. If you are unsure whether an issue raised with you is a complaint, check the Complaints Procedure or ask your Supervisor or other officer.

Matters raised anonymously will be considered and appropriate action taken, although, these complaints are more difficult to deal with fairly. Therefore, any action taken will be outside this procedure.

### **HANDLING COMPLAINTS.**

**a. Ten golden rules to remember;**

- Treat all complaints seriously, don't take the complaint or criticism personally.
- Make your first response positive. Don't rush onto the defensive.

- Try to resolve the complaint as your first objective.
- Avoid using jargon that the customer might not understand.
- If there has been a mistake – acknowledge it and apologise.
- Take the initiative with suggestions to put things right and offer choices.
- Try to make amends – but don't make promises we can't keep.
- If the customer is wrong, don't embarrass them if you need to point it out.
- Learn from mistakes.
- Watch your body language, say you're sorry with your actions as well as your words.

**b. Customer Care Standards – replying in writing.**

Every written reply shall be by email using the departmental email address within 24 hours. Email should be acknowledged within 1 working day, with a full reply in 10 working days.

If a reply cannot be sent within that limit, an update letter/e-mail should be sent, within 5 working days, explaining the delay and indicating when a full reply will be received.

Please note it may also be possible to update the customer via telephone or email, if this is the case then it is imperative that a note be kept "on file" of the action(s) taken during the process with dates, times and initials.

**c. Where do you fit into this process.**

The first thing to remember is that you are already skilled in dealing with customers – you probably do it every day. Customer Care is not additional to your job; it is an integral part of it. Equally, we will never be able to satisfy all the people all of the time. What the Complaint's Procedure does is to provide a framework for handling complaints, to help us to learn and to improve how we do things when they go wrong.

**Monitoring Customer Feedback, Complaints and Compliments.**

We value feedback as a means of improving our services. Clients are encouraged to share their experience, raise concerns, or lodge complaints through the following channels:

- **Email:** [kmlawadvocates@gmail.com](mailto:kmlawadvocates@gmail.com)
- **Telephone:** 0392002330.
- **In-person:** Visit our office and request to speak to the Customer Service official in-charge.

All complaints will be acknowledged within **24 hours**, and a formal response will be issued within **5 working days**. Serious complaints will be escalated to the Managing Partner.

All verbal, electronic or written complaints, and their outcomes, must be recorded in an appropriate manner, so that records can be subsequently analysed. The information should be recorded following the procedure, so that comparable statistics can be collated centrally and reported as required.

Records should enable the following information to be produced;

- number and nature of complaints relating to each service.
- dates of receipt and dates of responses.
- number of complaints dealt with.
- performance in meeting the timescale set out.
- outcome of complaints at each stage, i.e. upheld, not upheld, unresolved.
- level of customer satisfaction with the way the Law Firm has handled their complaint.

### **CONFIDENTIALITY.**

All customers' information is treated with the strictest confidentiality in accordance with:

- The Advocates Act Cap 295.
- The Legal Profession (Professional Conduct) Regulations.
- The Data Protection and Privacy Act Cap 97.

All staff of Kentaro Mugerwa & Co. Advocates shall sign a Non-Disclosure Agreement to ensure that customers information is protected. We safeguard all client records and ensure that access is limited to authorized personnel only.

### **POLICY REVIEW.**

This Customer Care Policy shall be reviewed annually or as required to reflect regulatory changes, client feedback, or service improvements.

Approved By:



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EVA KENTARO MUGERWA.  
MANAGING PARTNER.

FOR: KENTARO MUGERWA & CO. ADVOCATES.

Date: 11/09/2025 .....