



Title Midwest, Inc.

## **Consumer Complaint Management System**

Title Midwest, Inc. embraces the concept of Service Beyond Expectation. To emphasize this commitment, Title Midwest has established a Consumer Complaint Management System, which includes a set of procedures outlining how problems should be brought to management's attention.

Complaints offer Title Midwest an opportunity to correct immediate problems and frequently provide constructive ideas for improving or adapting products and services. The primary goal behind Title Midwest's management philosophy is complete customer satisfaction. For this purpose, we make it our highest priority to correct and resolve the problems and issues presented to us in every possible instance.

Title Midwest's management's responsibility begins with the preparation of written policies and procedures for speedy and fair complaint resolution. These policies are communicated to all departments and emphasize the accountability of each employee to resolve complaints courteously and fairly.

If a customer requests to make a formal written complaint, they can do so by going to the company's website and clicking on Complaint Form to download the form.

Title Midwest Company has embarked upon elevating the Principles of Excellence in Customer Service across all levels of the company's operations. We welcome feedback and invite you to provide honest and positive ideas to enhance our corporate image and fulfill our mission to consumers and the real estate community.

Submit complaint form to:

Tom McBride [tmcbride@titlemidwest.com](mailto:tmcbride@titlemidwest.com); Fax 785-272-4984

**Title Midwest, Inc.**

Customer Complaint Form

**Customer Information**

Name \_\_\_\_\_ Phone # \_\_\_\_\_

Address \_\_\_\_\_ Email \_\_\_\_\_

Product or Type of Service

Date of Service \_\_\_\_\_

Service Description

**Nature of Complaint**

Date of Complaint \_\_\_\_\_ Location of Service \_\_\_\_\_

Description of Complaint

Desired Action (what the customer would like)

Customer Signature \_\_\_\_\_