Keep your registers of undertakings and complaints

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Your registers of undertakings, complaints, file reviews and breaches live in Desk, each entry with a person who answers for it and a date it's due, so nothing slips.

Before you start
An admin switches on the **Legal practice** pack first. See Switch on a pack.

1 Add an entry

Go to **Registers**

Press **Add to a register** and choose the **Register**: **Undertakings**, **Complaints**, **File reviews** or **Breaches**.

From a matter, choose **Registers** down its side and press **Add**, and the entry is linked to that matter for you.

2 Fill it in

Say what it's about and who it was given to or came from, choose who **Answers for it** and the dates. For an undertaking, say whether it was given by you or to you.

A complaint's answer is due eight weeks after it came in, unless you set a day.

3 Save it

Press **Add to the register**. The person who answers for it can find it under **Mine**.

4 See what needs attention

Choose a register, then **Open**, **Overdue** or **Closed**, and **Everyone** or **Mine**.

5 Close it

Open the entry, say how it ended and on what day, then press the button to close it, like **Mark discharged** for an undertaking or **Close the complaint**.

Press **Open it again** if it was closed too soon.

6 Take a copy

Press **Download CSV** for the register you're looking at, for your COLP or an inspection.

Complaints and breaches that go further

Tick **Referred to the ombudsman** on a complaint, or **Reported to the regulator** on a breach, when it goes there. Tick **Material breach** for a breach you have to report.

If something goes wrong

You can’t see Registers in the menu.

The **Legal practice** pack is off. Ask your Desk admin to switch it on.