

LEGAL AND MUTUAL WILL WRITERS

MEMBER OF THE INSTITUTE OF PROFESSIONAL WILL WRITERS



This firm complies with the IPW Code of Practice'

Legal and Mutual Will Writers Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality legal service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint the day the complaint is received by us, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will involve passing your complaint to our Complaints Co-ordinator, Peter Williams, who will review your matter file.
3. Peter Williams will then arrange to discuss the matter with you either over the telephone or at a pre-arranged meeting to hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting or telephone discussion Peter Williams will write to you to confirm what took place and any solutions he has agreed with you.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Peter Williams to review his own decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons. We will ensure all complaints are resolved within 56 days of receipt.

What do to if we cannot resolve your complaint:

If you are not happy with our response, then you can elect to refer this matter to the Institute of Professional Will Writers who provide a no cost Alternative Dispute Resolution (IPWADR) Service.

You should refer your complaint to the Institute of Professional Will Writers at:

Trinity Point
New Road
Halesowen
B63 3HY
compliance@ipw.org.uk
Tel 0345 2572570