



WILLS & TRUSTS

Written Complaints Procedure

Wills & Trusts
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WILLS & TRUSTS SOLICITORS

WRITTEN COMPLAINTS PROCEDURE

At Wills & Trusts Solicitors we are dedicated to acting in the best interests of our clients and providing a great client service. However, if you have concerns regarding our service, please contact us.

Our formal complaint procedure is set out below. We aim to resolve your complaint promptly, effectively and fairly within 8 weeks of it being referred to us.

1. First, you should raise your concerns, either by telephone or in writing, with the person with whom you have been dealing.
2. In the event that the situation cannot be resolved immediately, your complaint will be reported to Sophie Cisler, Solicitor and Compliance Officer for Legal Practice. She will acknowledge receipt of your complaint within 3 working days and aim to provide a substantive written response to your complaint within 14 days of the acknowledgement.
3. In the event that your complaint concerns Sophie Cisler, the above will be carried out by Phil Plant, Compliance Officer for Financial Affairs.
4. Depending on the circumstances, we may require further time to consider and respond to the issues raised but we shall alert you to any extension of time proposed subject always to the overall 8 week time limit.
5. If, having received our final response, you feel that your complaint has not been dealt with to your satisfaction, then you may wish to direct your complaint to the Legal Ombudsman (LeO). You should direct your complaint to LeO within:
 - 6 months of our final response; and
 - 6 years from the date the problem occurred or 3 years from when you should have known of the problem.
6. LeO will only deal with your complaint once you have tried to resolve it with us so please allow us the opportunity to do so.

LeO can be contacted at:

Post: Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ.

Email: enquiries@legalombudsman.org.uk

Phone: 0300 555 0333

Web: <http://www.legalombudsman.org.uk>
7. Please note that to be entitled to complain to the Legal Ombudsman, you must be:
 - a. An individual;

- b. A business or enterprise that is a micro-enterprise (European Union definition¹);
 - c. A charity that has an annual income, net of tax, of less than £1 million;
 - d. A club/association/organisation, the affairs of which are managed by its members/a committee/a committee of its members, that has an annual income, net of tax, of less than £1 million;
 - e. A trustee of a trust with an asset value of less than £1 million; or
 - f. A personal representative or beneficiary of the estate of a person who, before they died, had not referred the complaint to the Legal Ombudsman.
8. We are required to inform you that alternative complaints handling bodies (such as Promediate, Brow Farm, Top Road, Frodsham, Cheshire WA6 6SP, 01928 732455, www.promediate.co.uk) exist which are able to deal with complaints about legal services should both you and we wish to use such a scheme. We will not use such a scheme.
9. The SRA can help you if you are concerned about our behaviour. This would include if you had concerns about dishonesty, our use of your money or discrimination against you. You can raise your concerns with the Solicitors Regulation Authority directly.
10. If your complaint is about a bill you have the right to complain to LeO and/or apply to the Court for the assessment of the bill under Part III of the Solicitors Act 1974. However if you have already applied to the Court for an assessment of your bill LeO may not deal with your complaint.

¹ Micro enterprises are defined as enterprises which employ fewer than 10 persons and whose annual turnover or annual balance sheet total does not exceed €2 million. (Article 1 and Article 2(1) and (3) of the Annex to Commission Recommendation 2003/361/EC, as that Recommendation had effect at the date it was adopted.)



WILLS & TRUSTS



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