

## OUR COMPLAINTS POLICY

We are committed to providing a high-quality 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. You can do this by writing to us at 10 Aldcliffe Yard, Lancaster LA1 1BF or emailing us at [info@morecambebaywills.co.uk](mailto:info@morecambebaywills.co.uk). Please address complaints to Nicola Combe, Director and provide as much detail as possible about your concerns and, where appropriate, explain what steps you would like us to take to resolve the problem.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Society of Will Writers.

### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 1 week of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint and then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 2 weeks of sending you the acknowledgement letter. If there is any reason we cannot do this within this timescale, we will let you know why and provide you with a date by which we can respond.
3. Within 1 week of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
4. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including our suggestions for resolving the matter, within 3 weeks of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will advise the Society of Will Writers about your complaint and provide you with the Society's own complaints handling procedures.
6. If the complaint remains unresolved after the Society's intervention, you have right of access to the ADR (Alternative Dispute Resolution) Service.

You do not have to pursue complaints through this procedure and can pursue other options, such as independent arbitration or court action, at any time.