

We always look to provide our clients with a high level of service but if you would like to talk to us about how we could improve our service to you, or if you are unhappy with the service you are receiving, please let us know by contacting our office managing partner Lucy Williams.

We will consider carefully any complaint that you may make about our probate and/or estate administration services as soon as we receive it and will do all we can to resolve it. Any complaint should be submitted to us in writing. We will acknowledge your complaint within five business days of its receipt and endeavour to deal with it within eight weeks.

If we do not deal with your complaint in this time, or if you are unhappy with our response, you may of course take up the matter with the Legal Ombudsman. Complaints to the Legal Ombudsman should be made within six years of the act or omission in question or within three years of you becoming aware of the issue, and in either case within six months of our written response to your complaint to us.

The contact details for the Legal Ombudsman are:

Letter: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH.

Email: enquiries@legalombudsman.org.uk

Telephone: 0300 555 0333

More information can also be found on the website of our professional body, the ICAEW at [icaew.com/complaints](https://www.icaew.com/complaints).