



COMPLAINTS PROCEDURE

4 Probate & Wills

4probateandwills.co.uk

We are committed to providing a high-quality service to all our customers.

If however, something goes wrong you need to tell us about it as this will help us improve our standards.

- 1) All complaints must be in writing and addressed to: The Company Secretary, 2 @ The Dock, 46 Humber Street, Hull, HU1 1TU.
- 2) Any complaints will be acknowledged upon receipt and no later than 7 days after.
- 3) A formal response will be provided to a complaint within 14 days, or where this is not possible, the client will be advised of the reasons for this and then be provided with a formal response no later than 28 days after the complaint received.
- 4) If the complaint cannot be resolved with the Client within a reasonable time we will advise the Society of Will Writers and pass the Society's Complaint Handling Procedure to the client, this will include the right of access to ADR Dispute Resolution Service if the complaint remains unresolved following the Society's intervention.

