**Complaints Handling Policy**

**1. Introduction**

As a freelance solicitor, I am committed to providing a high standard of legal service to all my clients. However, if you are dissatisfied with any aspect of the service provided, I encourage you to raise your concerns so that I can address them promptly and effectively. This Complaints Handling Policy outlines the procedure to follow if you wish to make a complaint.

**2. What is a Complaint?**

A complaint is any expression of dissatisfaction about the service you have received, the conduct of myself or anyone acting on my behalf, or the way your matter has been handled.

**3. How to Make a Complaint**

If you have a complaint, please contact me in writing as soon as possible. You can make your complaint by email or letter. Please include:

* Your name and contact details
* Details of your complaint, including any relevant dates, correspondence, and any supporting documents
* What you would like to happen to resolve your complaint

**4. Acknowledgment of Your Complaint**

Upon receiving your complaint, I will acknowledge it in writing within five working days. This acknowledgment will include:

* Confirmation that I have received your complaint
* An outline of the next steps in the process
* An estimated timeframe for providing a full response

**5. Investigation and Response**

I will conduct a thorough investigation into your complaint, which may involve reviewing your case files, discussing the matter with you, and considering any relevant information or documents. I aim to provide a full written response within 14 days of acknowledging your complaint. If the investigation requires more time, I will inform you in writing of the delay and provide a revised timeline.

**6. Resolution**

My response will include:

* A summary of your complaint
* The outcome of the investigation
* Any proposed resolution or remedial action
* Information on what to do if you remain dissatisfied

**7. If You Remain Dissatisfied**

If you are not satisfied with my response, please you may refer the matter to The Society of Will Writers to consider your complaint at the following address:

Complaints Department

The Society of Will Writers

Chancery House

Whisby Way

Lincoln LN6 3LQ

Website: [www.willwriters.com](http://www.willwriters.com)

You may also have the right to refer your complaint to the Legal Ombudsman, an independent body that deals with complaints about legal services. The Legal Ombudsman can investigate complaints if:

* You have already tried to resolve the complaint with me, and
* The issue has not been resolved to your satisfaction within eight weeks of your initial complaint

You must make a complaint to the Legal Ombudsman within six months of receiving a final response from me. The Legal Ombudsman’s contact details are as follows:

Legal Ombudsman  
PO Box 6806, Wolverhampton, WV1 9WJ  
Telephone: 0300 555 0333  
Email: enquiries@legalombudsman.org.uk  
Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

**8. Review of Complaints Handling Policy**

I am committed to continuously improving my services, and I will review this Complaints Handling Policy annually or as necessary, based on feedback and regulatory requirements.

**9. Confidentiality**

All complaints will be treated with the utmost confidentiality. Information will only be shared with those involved in the investigation and resolution of the complaint.