

## **Wills & Legal Services Ltd Complaints Policy**

We at Wills & Legal Services Ltd are committed to getting things right first time and will promote excellence by continually seeking to improve our service to our clients. We will seek to lead by example and will regularly review our processes and systems to identify where we can do things more efficiently and where we can provide a better, improved service to our clients.

We will hold regular customer satisfaction surveys and key stakeholders to help us measure external perceptions, evaluate our performance, and identify where things can be improved. We are committed to staff development and will aim to ensure that all our staff is fully and appropriately trained. We will measure our performance against the high standards we have set and provide regular reports for the Director and Shareholders of the Company.

We at Wills & Legal Services Ltd welcome comments and complaints as they help us to review our service and decide where it can be improved. We will ensure that all your comments are considered and will review our service in the light of them. We will deal with all complaints efficiently and effectively and put right things that have gone wrong as soon as we can. We hope that most queries or complaints can be sorted out quickly at a local level but where this is not possible, we have established a formal complaints procedure through which we hope our customers can put forward their concerns, simply and conveniently.

### **Making a complaint**

If you have a complaint about the standard of service, you should in the first instance contact the Department with whom you have been dealing either in person, by telephone or in writing. Should this course of action be inappropriate, or you are not satisfied with the response, you can write to the Complaints Department at the office address. Please provide a full explanation for the reason for your complaint.

### **Response time**

We will acknowledge your complaint within seven working days, and we will provide an estimated timeframe for sending a full reply. It would be exceptional if this exceeded 21 working days. If an investigation is required, which could delay the 21 working day target, an interim reply explaining the reasons for the delay will be sent.

### **Content of the response**

When we respond we will ensure that we offer a full explanation, an apology where appropriate and assurances for the future. We will also let you have details of the action we will take as a result of the complaint. We will make sure that we investigate your complaint fully and fairly and will always do our best to resolve your complaint using our own procedures. If you are not satisfied with our response, you can ask for a review of the decision by the Managing Director.

We welcome any suggestions or ideas to help improve our service.