

Complaints Procedure

If you are unhappy with the quality of service you receive from any of our consultants, we will endeavour to set things right. We are committed to providing the highest standard of service to all our customers. Our aim is to get things right first time. However if you feel it necessary to complain then please follow the procedures laid out below.

Stage 1

Telephone or write to your Consultant and ask him or her to rectify the issue. If they are unable to provide a response within 7 working days, they will let you know and keep you informed of the progress.

Stage 2

If you are not happy with the outcome and you feel your complaint has not been satisfactorily resolved then tell the person you have been dealing with and they will ask for a Manager to review your concerns. You will be notified of who will be dealing with your matter within 48 hours and you will receive a full or interim response from them within 14 working days from the date of this acknowledgement.

Stage 3

If the Manager fails to deal with your complaint to your satisfaction, then please let them know, and they will pass your complaint to a senior Manager who will re-investigate your concerns. You will receive acknowledgement within 48 hours and a final response on behalf of Trust Inheritance will be issued within 21 working days from the date of our acknowledgement.

Stage 4

If you are not satisfied you may complain to the Society of Willwriters who are our self regulating authority at;

The Society of Will Writers, Chancery House, Whisby Way, Lincoln. LN6 3LQ



Just Wills and Legal Services Ltd

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