

## **SLS WILLS AND MORE LIMITED**

### **T/A SLS WILLS AND MORE**

#### **COMPLAINTS PROCEDURES**

SLS Wills and More Limited takes client care responsibly and seriously including where in the event that a customer is dissatisfied with the service received.

Sara Sheppard TEP MSWW is the sole Director of SLS Wills and More Limited and is a full Member of The Society of Wills Writers and of The Society of Trust and Estate Practitioners. As such, we are bound by the Codes of Practice of each organisation including their complaint procedures.

#### **What is a complaint?**

A complaint is defined as “any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant about the provision of, or failure to provide, will writing services and other connected services”.

#### **Our Procedure**

We would prefer any complaints in writing or by email, but we are willing to discuss concerns over the phone. We will aim to acknowledge your complaint within 24 hours and to investigate and report back and resolve within 7 working days.

#### **What happens if you are still dissatisfied?**

In the event that you are not satisfied with the response given, you are entitled to make a complaint direct to the Society of Will Writers or the Society of Trust and Estate Practitioners, who will then investigate and report back to you within 7-14 working days. Such complaint **must** be made in writing.

#### **How to contact:**

**SLS Wills and More:** [sara@slswillsandmore.co.uk](mailto:sara@slswillsandmore.co.uk) or 01304 577998 or 07951 736021

**Society of Will Writers:** [www.willwriters.com/making-a-complaint](http://www.willwriters.com/making-a-complaint) or 01522 687888

**Society of Trust and Estate Practitioners:** [www.step.org/disciplinary-process](http://www.step.org/disciplinary-process) or 020 3752 3700