

Complaints Procedure

We aim to always provide a high standard of service. However, if you are unhappy with any aspect of the service you have received, we take this seriously and will do our best to resolve your complaint fairly and promptly.

This procedure explains how to raise a complaint and the steps available if the matter needs to be escalated.

How Complaints Can Be Made

Clients who are unhappy with any aspect of our service can raise a complaint by:

Email

lauryl@atlaswills.co.uk

Phone

07354 628906

Please provide:

- Your name and contact details
- Details of the complaint
- Any relevant documents or instructions

We encourage clients to **raise complaints promptly** so we can resolve them quickly.

Timescales For Response

- Acknowledgement: Within 5 working days of receiving your complaint
- Investigation & response: We aim to provide a full written response within 20 working days
If we cannot resolve the complaint within this timeframe, we will keep you informed and provide a revised date for response

Record Keeping

- All complaints and outcomes are recorded and stored securely in line with our Data Retention Policy, which can be found in our Privacy Notice at www.atlaswills.co.uk
- This helps us improve services and comply with regulatory and professional obligations