

Complaints and Redress Information

If at any time you would like to discuss with us how our service to you could be improved, or if you are dissatisfied with the service you are receiving, please let us know by contacting admin@crowther.co.uk.

We undertake to look into any complaint carefully and promptly and do all we can to explain the position to you. If we do not answer your complaint to your satisfaction you may of course take up the matter with the Institute of Chartered Accountants in England and Wales. Further information can be found at icaew.com/complaints.

In addition to our normal complaint's procedure detailed above, as a probate client you also have additional rights in connection with any complaint relating to our probate services as follows:

If you would like to talk to us about how we can improve our service to you, or if you are unhappy with the service you are receiving, please let us know by contacting Sara Crowther who is the Head of Legal Practice. We will consider carefully any complaint that you make about our probate or estate administration work as soon as we receive it and will do all we can to resolve the issue.

We will acknowledge your letter within five business days of its receipt and endeavour to deal with it within eight weeks. Any complaint should be submitted to us by letter. If we do not deal with it within this timescale or if you are unhappy with our response, you may of course take the matter up with our professional body, The Institute of Chartered Accountants in England and Wales (ICAEW) further information can be found at icaew.com/complaints and the Legal Ombudsman.

Complaints to the Legal Ombudsman should be made within six years of the act or omission or within three years of you becoming aware of the issue and in either case within six months of our written response to your complaint to us. The contact details for legal ombudsman are: Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ
Email: senquiries@legalombudsman.org.uk or telephone 0300 555 0333.

In the event that we are unable to resolve your complaint adequately, we will provide you with the details of an Alternative Disputes Resolution (ADR) provider so that the matter can be progressed accordingly.

Regulatory Information

In the unlikely event that we cannot meet our liabilities to you, you may be able to seek a grant from the ICAEW's compensation scheme. Generally, applications for a grant must be made to the ICAEW within 12 months of the time you became aware or reasonably ought to have been aware of the loss. Further information about the scheme and circumstances in which grants may be made is available on ICAEW's website www.icaew.com/probate.

We also have professional indemnity insurance in place in accordance with the requirements of ICAEW. Our professional insurance cover is up to a maximum of £5,000,000 and is capped at this level. In the event that the expected value of the estate of the deceased is in excess of

£20,000,000 we will liaise with you in relation to whether we require additional professional indemnity insurance cover to deal with the value of the estate or whether our liability will be capped at £5,000,000.