



Easterbrook Eaton Limited

Chartered Accountants
Business and Personal Tax Services
Probate and Estate Administration

Probate Complaints Procedure

Our intention in every probate case is to provide an excellent service to our clients in order to make the process of probate and administration of an estate as simple and stress free as possible. If something goes wrong, we will do our best to resolve the problem in a timely manner and aim to learn from the experience to further improve the service we offer.

Should you become dissatisfied with our service, please firstly contact the accountant dealing with your matter and they will do what they can to resolve the issue promptly. If they are not able to resolve the problem to your satisfaction you should then contact Mike Jones in his role as Complaints Manager, either by telephone: 01395 516658, email: mike@easterbooks.co.uk or letter, providing him with your contact details and details of your complaint. In his absence, we will refer the complaint to one of our other directors.

Upon receipt of a formal complaint we will:

- Send you a letter or email, acknowledging receipt within seven working days. If appropriate, we may ask you to clarify or explain any details at the same time
- Investigate your complaint by examining the relevant file(s) and speaking with members of staff as required
- Send a detailed written reply to your complaint, including any suggestions we may have to resolve it, as appropriate. We aim to do this within twenty-one working days of receiving your complaint. We will write to you or contact you if we believe this will take longer.
- If appropriate, you will be invited to a meeting (in person, telephone, or online) with a director of the firm, to discuss and hopefully resolve your complaint. We aim to do this within twenty one days of receipt. We will then write to you to confirm the discussion within two days of the meeting taking place, detailing any suggestions or proposals that have been made or agreed with you to resolve the complaint

If we have to change any of the timescales set out above, we will let you know, giving a revised date and explanation.



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If we cannot resolve your complaint

If we're unable to resolve your complaint internally, you may be able to refer it to the Legal Ombudsman, which investigates complaints about the services provided by firms providing legal services. The Ombudsman will expect you to have used our internal procedure in the first place.

The contact details for the Legal Ombudsman are:

T 0300 555 0333

Post Legal Ombudsman PO Box 6167 Slough SL1 0EH UK

E enquiries@legalombudsman.org.uk

The time limits for referring a complaint to the Legal Ombudsman are:

- within six months of the firm's final response;
- one year from the date of the act or omission being complained about; or
- one year from the date when the complainant should have realised that there was cause for complaint.

If your complaint relates to professional misconduct, rather than our service, and you are not satisfied with our response, you should contact our regulator ICAEW. Further information about how to raise a concern is available on their web page: [How to make a complaint](#)