

## Complaints Policy

**Last updated 02 April, 2025**

- 1 We are committed to providing a high-quality legal service.
- 2 We acknowledge that we may not always get it right, so if something has gone wrong, including in relation to our charges, we need you to tell us. This will help us to improve our standards of service.

### **3 How do I make a complaint?**

- 3.1 You can contact us in writing (by letter or email) or by telephone.
- 3.2 In the first instance, it may be helpful to contact the person dealing with your matter, who will do their best to resolve your concerns. If you do not feel able to discuss your concerns with them, or you are unsatisfied with their response, please contact our Complaints Manager, Laura Moran, who has overall responsibility for complaints and whose contact details are:
  - 3.2.1 by post: Level 7, Arundel Street Building, 2 Arundel Street, 180 Strand, London, United Kingdom, WC2R 3DA
  - 3.2.2 by telephone: 0808 502 2474
  - 3.2.3 by email: [complaints@trustestate.co.uk](mailto:complaints@trustestate.co.uk).
- 3.3 To help us to understand your complaint, and so that we do not miss anything, please tell us:
  - 3.3.1 your full name and contact details;
  - 3.3.2 what you think we have got wrong; and
  - 3.3.3 how you would like your complaint to be resolved.

- 3.4 If you require any help in making your complaint we will try to help you and signpost you where needed. If you have a disability and require further assistance, please let us know how best we can support you in this process and we will endeavour to accommodate your needs.

### **4 How will you deal with my complaint?**

- 4.1 We will write to you within three working days acknowledging your complaint and enclosing a copy of this policy.

- 4.2 We will investigate your complaint. This will usually involve:
  - 4.2.1 reviewing your complaint;
  - 4.2.2 reviewing your file(s) and other relevant documents; and
  - 4.2.3 liaising with the person who dealt with your matter.
- 4.3 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time.
- 4.4 We will update you on the progress of your complaint at appropriate times.
- 4.5 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you by telephone or video conference.
- 4.6 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter or email of acknowledgement.

## 5 **What if I am not satisfied with the outcome?**

- 5.1 If you are unhappy with the outcome of our complaints handling procedure, please let us know and we will review the matter.
- 5.2 If we have not resolved your complaint within eight weeks, or if we have confirmed an earlier response is our final response, you may be able to complain to the Legal Ombudsman. This applies if you are an individual, a business with fewer than 10 employees and turnover or assets not exceeding a certain threshold, a charity or trust with a net income of less than £1m, or if you fall within certain other categories (you can find out more from the Legal Ombudsman).
- 5.3 The Legal Ombudsman's contact details are:
  - 5.3.1 by post at PO Box 6806, Wolverhampton, WV1 9WJ;
  - 5.3.2 by telephone: 0300 555 0333; or
  - 5.3.3 by email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).
  - 5.3.4 Website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)
- 5.4 Normally, you will need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint, or within six years of the act or omission you are complaining about (or if outside of this period, within three years of when you should reasonably have been aware of it). Generally, the Legal Ombudsman deals with complaints relating to

acts or omissions after 5 October 2010. Further details are available on the website (please see 5.3.4 above):

- 5.5 Alternative dispute resolution (ADR) bodies exist which are competent to deal with complaints about legal services should both you and our firm wish to use such a scheme, e.g. ADR Group - <https://www.adrgroup.co.uk/>. We have, however, chosen not to adopt an ADR process. If, therefore, you wish to complain further, you should contact the Legal Ombudsman.
- 5.6 The Solicitors Regulation Authority (SRA) investigates serious or repeated cases of poor behaviour or misconduct. This could be for things such as dishonesty, misusing your money or taking unfair advantage of you. Anyone can report concerns about a solicitor or law firm. You can find out more about the types of complaints handled by the SRA and how to complain using [this link](#).
- 5.7 Please note that the SRA does not usually investigate concerns about delays or communication, disagreements about your bill, or isolated mistakes. Please note that the SRA is unable to make a law firm apologise or pay compensation to you; if these are outcomes you are looking for, please raise your concerns with us in the first instance. If you still aren't happy with our response, then the [Legal Ombudsman](#) (please see 5.3 above) is the organisation that is best placed to help you.
- 5.8 The Solicitors Regulation Authority's contact details are:
  - 5.8.1 by post at Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham, B1 1RN;
  - 5.8.2 by telephone: 0370 606 2555; or
  - 5.8.3 by email: [report@sra.org.uk](mailto:report@sra.org.uk).
  - 5.8.4 Website: <https://www.sra.org.uk/>

## 6 **What will it cost?**

- 6.1 We will not charge you for handling your complaint.
- 6.2 Please note that if we have issued a bill for work done on the matter, and all or some of the bill is not paid, we may be entitled to charge interest on the amount outstanding. This is explained in our Terms of Business. Please let us know if you need us to resend you a further copy of our Terms of Business if you wish to review them.
- 6.3 The Legal Ombudsman service is free of charge.