

# Making a Complaint

Use this form to make a complaint about a Member of the Society of Will Writers. Please ensure that you have addressed the Will Writer with your complaint in the first instance.

## 1. Your Details

Title: \_\_\_\_\_ First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Company Name (if applicable): \_\_\_\_\_

Address:

Preferred Contact Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## 2. Who do you want to make the complaint about?

Company Name (if applicable): \_\_\_\_\_

Will Writer's Name: \_\_\_\_\_

Will Writer's Address:

Your Complaint:

Why do you think the Will Writer/Company was at fault?

Have you complained to the Will Writer/Company directly?    Yes        No   

If yes, what happened?

### 3. Supporting Evidence

Following our initial analysis based on this form, should we require further information and supporting evidence, for example, copy letters to and from your Will Writer, is it available?

Yes        No   

If yes, please attach when returning this form.

Is there anything the Company or Will Writer can do to resolve your grievance?

Please be advised that to conduct a thorough and fair investigation into your complaint, the Society may need to share complaints information with the member you are complaining about.

You should be aware that providing any false information and/or withholding information relevant to your complaint may make it difficult for the Society to act.