

## **Policy Statement**

At Darnells we strive to provide a high-quality service to all our clients and hope we'll meet your expectations of us. If, however, you're unhappy with any aspect of our probate service, we need you to tell us about it.

Here are some guidelines on who to contact to raise your concerns:

We will always try and resolve any query with you directly as they are raised therefore,

If you have a concern, we ask you first to raise that with the person having day-to-day control of your file. If he or she is unable to resolve your query, then we ask that you contact either their named supervisor or their head of department.

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 Louisa Lulek. We will consider carefully any complaint that you may make about our probate services as soon as we receive it and will do all we can to resolve the issue. We will acknowledge your complaint within five business days of its receipt and endeavour to deal with it within 8 weeks. Any complaint should be submitted to us by letter.

If we do not deal with it within this timescale or you are unhappy with our response we give you, you may of course take the matter up with our professional body the Institute of Chartered Accountants in England and Wales 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 the Legal Ombudsman are:

*Letter:* The Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ

*Email:* [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

*Telephone:* 0300 555 0333.

## **Compensation fund**

Darnells Estate Management Ltd have professional indemnity insurance in place in accordance with the requirements of ICAEW. If the expected value of the estate is in excess of this our professional insurance cover is up to a maximum of £2,000,000 and is capped at this level per claim.

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

## **Diversity Report 2021**

- There were 4 employees involved in Probate Services for the company
- Two of these employees were male and two was female
- One was an ICAEW Chartered Accountant and two were other chartered accountants
- One employee is in the age range 16 – 24, one employee is in the age range 25 – 34, and two employees are in the age range 35 – 44 years old
- None has disabilities or health problems