

If you are unhappy about any aspect of the service you have received or about any bill please contact Yiannoula Bradbury-Poulakis on 029 20211693 or by email office@trustingwillpower.co.uk or by post to Trusting Willpower, 17 Colchester Avenue, Penylan, Cardiff, CF23 9BN.

Yiannoula is our Customer Experience Manager. She will review the complaint and where possible deal with it directly within five working days. Where more detailed consideration is needed, an acknowledgement of receipt of the complaint will be sent to the client and the complaint will be transferred to the Client Care Consultant. The Client Care Consultant will then take over responsibility for the client concern and respond accordingly within 28 days of receiving the concern. Yiannoula and the Client Care Consultant are responsible for ensuring that all concerns are dealt with quickly.

If you are a member of the public or a very small business, charity, club or trust and for any reason we are unable to resolve any problem to your satisfaction or we do not deal with your complaint within eight weeks, or if you object to any bill, you can contact the Legal Ombudsman on 0300 555 0333 or by post at PO Box 6806, Wolverhampton WV1 9WJ or by email on enquiries@legalombudsman.org.uk. For additional details go to www.legalombudsman.org.uk. 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, if we do not deal with your complaint within eight weeks, six months after the expiry of the eight week period for dealing with your complaint. You may also apply to the court for an assessment of the bill under Part III of the Solicitors Act 1974. The Legal Ombudsman may not consider a complaint about the bill if you have applied to the court for assessment of the bill. In relation to Financial Services matters you have a right to complain to the Financial Ombudsman Service.

If you are concerned about our professional behaviour, for example you believe we have been dishonest or deliberately over charged you or you believe we have discriminated against you, you may be able to complain to the Solicitors Regulation Authority.

This policy and complaints procedure is implemented in accordance with the requirements of the Solicitor Regulation Authority rule on complaints handling and is notified to clients in our Terms and Conditions of Business.

Should you have any queries please make contact using the details below.

With kind regards,

Yours truly,

Michael Fogg

Trusting Willpower Ltd

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www.TrustingWillpower.co.uk