



Complaints procedure

At Redshield, we aim to provide the highest level of service. However, if at any point you are unhappy with the service you have received, or something concerns you, please let us know as soon as possible so we can try to put things right.

Making a complaint

Making a complaint is free of charge. Complaints may be made by email, letter, telephone or in person. Complaints should be directed to Jenny Dinnage, Head of Legal Practice, using the contact details below:

Email: jenny@redshield.co.uk

Telephone: 01892 861777

Postal address: Suite 3, 1-3 Warren Court, Park Road, Crowborough, TN6 2QX

We are committed to making our complaints process accessible. If you require information in an alternative format or need assistance making a complaint, please let us know and we will make reasonable adjustments.

Process

Complaints will be acknowledged withing five business days. We will confirm the person responsible for investigating the matter and it will be initiated immediately. You will be kept informed of progress where appropriate. Our written final response is provided as soon as possible; we aim to conclude matters within 8 weeks.

Following our investigation, if it is felt that the firm is culpable it will be resolved in an appropriate manner, this may include providing an explanation, apologising, undertaking remedial work, reducing or refunding fees where appropriate or other suitable redress.

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

Redshield Probate Services Limited

Suite 3, 1 - 3 Warren Court, Park Road,
Crowborough, East Sussex TN6 2QX

01892 861777

www.redshield.co.uk

Email: office@redshield.co.uk

Registered office address: Suite3, 1-3 Warren Court, Park Road, Crowborough, East Sussex, TN6 2QX
Registered in England and Wales No. 247 1396 04

Director: Jenny Dinnage FCA,

Licensed by the Institute of Chartered Accountants in England & Wales to carry out the reserved legal activity of non-contentious probate in England and Wales



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](#)