

Complaints Procedure

Our complaints will be handled as follows

Once complaint has been received

On receipt of a complaint, the information will be passed directly to a Partner, along with all relevant and necessary files. The Partner will acknowledge the receipt within seven days.

Investigation and Action

The Partner will investigate the matter, identify the cause of the complaint and respond to the complainant with the results of investigation, within 21 working days of the complaint being reviewed.

Complaints can be made to the FCA in relation to insurance mediation activity, but as this is a small element of our work, can be directed to the Partners in the first instance.

Complaint on a member of staff

If the complaint is in relation to a member of staff who is absent during the period of the investigation, the Partner will inform the complainant that they will only be able to respond to the complaint within 15 working days of the return of the employee(s) concerned, and give the complainant the expected date of the employee's return.

Complaints Log

A log of all complaints will be kept and any corrective and preventative actions defined and acted on and then added to the log. Where the issue at the heart of the complaint is outside the control of the firm, it shall not be regarded as a complaint.

APR

If the complaint is about a staff member who is a member of the Association of Probate Research (APR), or about the general conduct of the firm and you are unsatisfied with the response from ourselves then a further complaint can be issued to APR our regulatory body, who will independently look at the issue. It is important to note that a complaint must first be made to Fraser and Fraser before APR will look at it. www.a-p-r.org/complaints-procedure