



UMBRELLA PROTECT
WILLS

At Umbrella Protect Wills, we strive to provide exceptional services to our valued customers. However, we understand that sometimes issues or concerns may arise. We take every complaint seriously and are committed to resolving them promptly and fairly. To ensure a smooth complaint resolution process, please follow these steps:

If you have a complaint, please contact us in writing with the details:

Umbrella Protect Ltd, Office 134 The Light Box, 111 Power Road, London W4 5PY

wills@umbrellaprotectwills.co.uk or by phone [020 8964 2275](tel:02089642275)

What will happen next?

1. Open Communication: We encourage you to reach out to our customer support team as soon as you encounter an issue or have a complaint. You can contact us through our website's designated contact form, email, or telephone provided in this policy. Please provide detailed information about the problem, including any relevant documents or screenshots, to help us better understand the situation.

2. Prompt Acknowledgment: Upon receiving your complaint, we will acknowledge its receipt within 7 days and provide you with a timeline for resolution. We aim to address all complaints as quickly as possible and will keep you informed throughout the process.

3. Investigation and Review: Our team will thoroughly investigate your complaint to understand the root cause and assess any areas that need improvement. We may contact you for additional information or clarification during this process.

4. Fair Resolution: Once the investigation is complete, we will provide you with a fair and reasonable resolution within 30 days. Our aim is to find a solution that satisfies your needs and aligns with our commitment to high-quality service.

5. Privacy and Confidentiality: We respect your privacy and will handle all complaints with strict confidentiality. Your personal information and the details of the complaint will only be used for the purpose of resolving the issue at hand.

6. Escalation Process: If, for any reason, you are not satisfied with the initial resolution provided, you have the option to escalate your complaint. You can request your complaint to be reviewed by a higher authority within our organization.

7. Continuous Improvement: Your feedback is invaluable to us. We will analyze and learn from each complaint, making necessary improvements to prevent similar issues from occurring in the future.

8. External Mediation: In the rare event that a resolution cannot be reached internally, you may seek external mediation or assistance through relevant consumer protection organizations or regulatory bodies.

9. Professionalism and Respect: Throughout the complaint process, we will maintain a professional and respectful demeanor, ensuring that you are treated with courtesy and empathy at all times.

10. Policy Review: We regularly review and update our Complaint Policy to ensure it remains current and effective. Any changes to the policy will be communicated on our website.

Umbrella Protect Wills Team