

c o u n t r y w i d e

Tax & Trust Corporation Ltd

Let us fix it

We're sorry things didn't work out.



We always strive to provide you with the best possible service, but sometimes we don't always get it right.

Please let us know what we can do to make it right and help prevent the same mistakes happening in the future. Countrywide will always endeavour to amicably rectify any issues raised, but where issues have gone beyond this point, our formal Complaints Procedure is clearly set out on the next page.

**All formal complaints must be made in writing.
For more information, please read the following page.**

Complaints Procedure

Countrywide Tax & Trust Corporation Ltd is committed and strives to provide a good quality service to all. It recognises, however, that, at times, things do go wrong or mistakes are made. Countrywide will always endeavour to amicably rectify any issues raised, but where issues have gone beyond this point our formal Complaints Procedure is clearly set out below. *It should be noted that all complaints will be handled in strict accordance with the undernoted Complaints Procedure. The Stages set out below must be followed exactly in all circumstances.*

Stage 1 - Contact the Complaints Handler

Complaints should, in the first instance, be submitted in writing to the Complaints Handler. Once received, the complaint will be acknowledged in writing within two working days. Following investigation, you should receive a decision within 14 working days explaining any action to be taken. Should an extension to this time period be required in order to facilitate a full and thorough investigation, you will be notified in writing and given an expected date by which you should hear from us.

If you are not happy with our response at Stage 1, you should refer to Stage 2.

Stage 2 - Appeal to the Directors

If you are not satisfied with the initial response to the complaint, you can write to the Directors of the Company and ask for your complaint and the response to be reviewed. You should detail the reasons why you feel your complaint has not been addressed to your satisfaction.

Upon receipt, the complaint will be acknowledged within two working days and a response should be received within 15 working days. If the matter requires a more detailed investigation you will be given an interim response and informed when a full reply can be expected.

Stage 3

After Stage 2, if your complaint has not been resolved to your satisfaction, the complaint may be raised with STEP (The Society of Trust & Estate Practitioners). However, please note that STEP will only investigate complaints after Countrywide Tax & Trust Corporation Ltd's Complaint Procedure has been exhausted and you still feel the complaint has not been fully resolved to your satisfaction. Complaints regarding Will Writing should be in writing to:

The Director of Governance & Professional Standards
STEP
Artillery House (South)
11-19 Artillery Row
London, SW1P 1RT