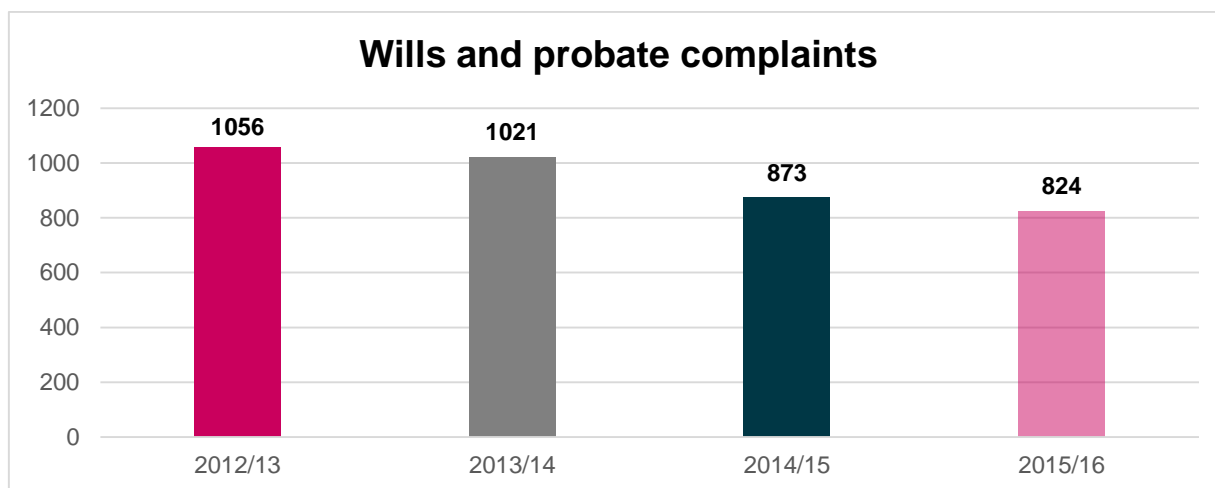


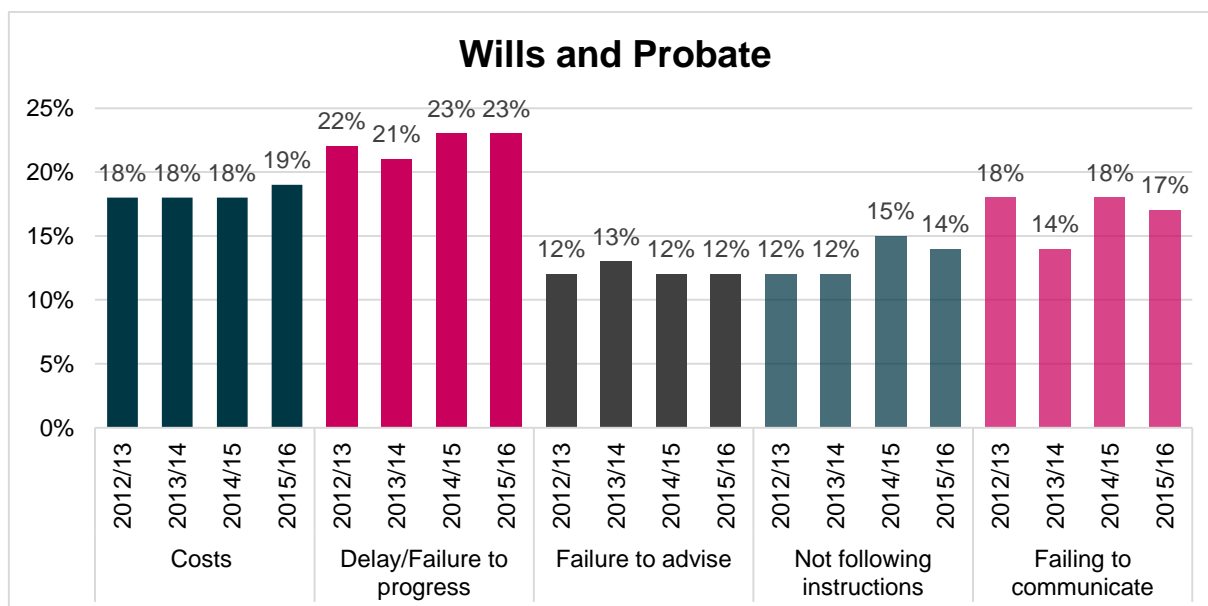
Wills and probate matters are the third most complained about area of law.



The number of complaints about wills and probate remained the same between 2012 and 2014. However, since then complaints have decreased by just under 200 from 1021 in 2013/14 to 824 last year.

What do consumers complain about¹?

We collect data to show what complaints the consumer has made about their service provider. Consumers will often complain about more than one issue which means we will always have more complaint types than actual complaints.



- The main complaint in this area has always been about **delay**.
- Complaints about **costs** are significant and have stayed steady at 18%.

¹ Some of these complaint areas have been combined. Costs = costs excessive and unreasonable costs. Failure to communicate = failure to keep informed and failure to reply.

Resolution:



6,399

Total resolved
complaints

824

Total resolved wills and
probate complaints

13%

% of overall
complaints

How were complaints resolved:



37%

Informal
resolution

34%

Ombudsman
decision

29%

Closed

Remedies:



27%

no remedy

25%

compensation for
emotional impact

19%

to refund or
limit fees

5%

compensation
for financial loss