

HEY
SOLICITORS

COMPLIANCE & TRANSPARENCY

Disclaimer

Our website and the information contained on the website about HEY Solicitors, Ely is general information only and professional advice should always be taken for all legal enquiries.

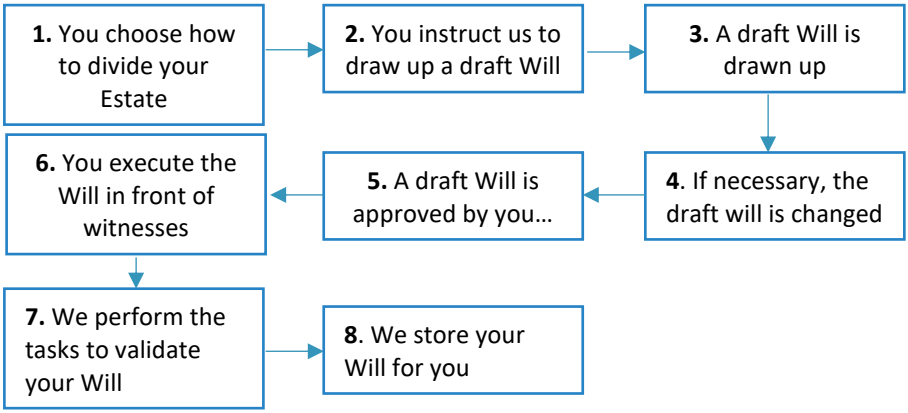
HEY Solicitors is authorised and regulated by the Solicitors Regulation Authority. Solicitors Regulation Authority ID Number: **619730**

Please see the SRA Website for more information: https://www.sra.org.uk/

Services at HEY Solicitors

At HEY Solicitors we offer the following services:

*The Key Stages of Drawing up Wills**

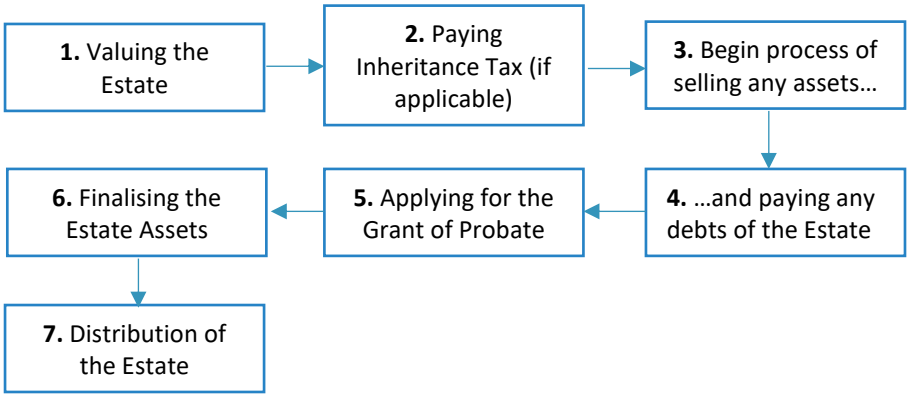


*(this does not reflect all cases)

The fee for the creation of Will varies on a case by case basis and is based on the individual circumstanced of each case.

The fee starts at £300.00 including VAT and go up to £600.00 including VAT for a Will which includes a House for Life or Trust clause.

*The Key Stages of Obtaining Grant of Probate & Administrating Estates**

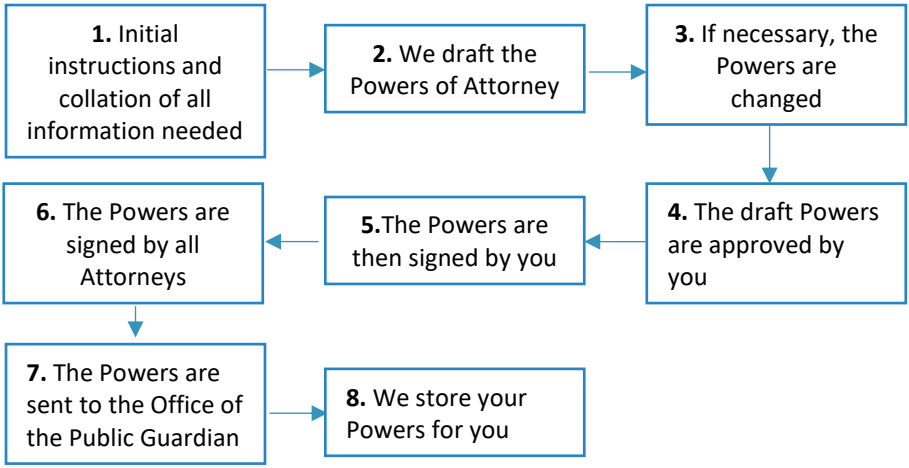


*(this does not reflect all cases)

The fee for the handling of a Probate Case varies and the average cost is 2.5% of the overall value of the Deceased's Assets plus VAT.

The Probate Registry is a third party, public service and is not affiliated with HEY Solicitors. For more information see: https://www.thegazette.co.uk/wills-and-probate/content/100290

The Key Stages of Drawing up of Lasting Powers of Attorney



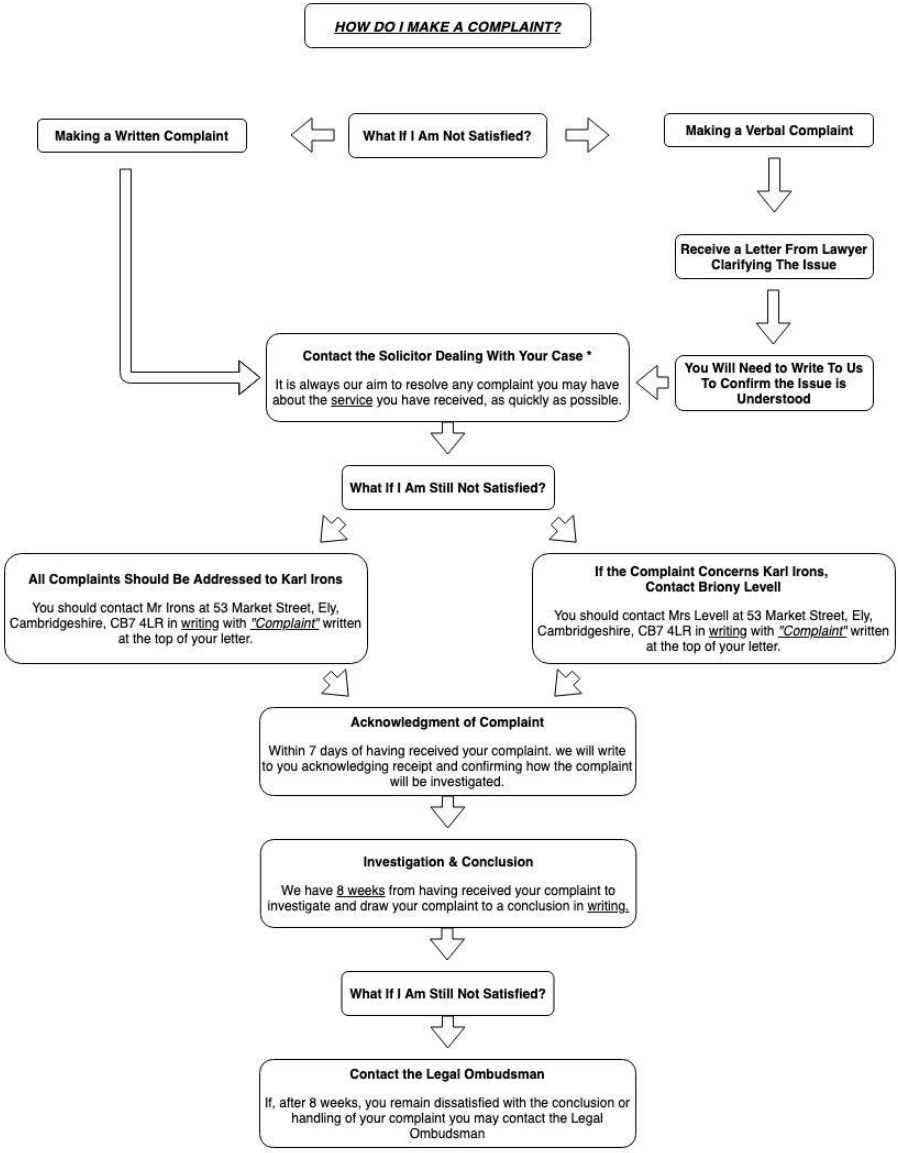
*(this does not reflect all cases)

The fee for the creation of Lasting Powers of Attorney ranges from £540.00 to £840.00 including VAT.

Please note that the Office of the Public Guardian is experiencing a backlog of applications and there are currently long delays of around 3 months to issue a completed Powers of Attorney.

Complaints Procedure

It is important to us that we deal with any Client complaints as quickly as possible and it is important that our Clients understand the Complaints procedure here at HEY Solicitors. In the event that you have a complaint about the way in which your case has been handled, the procedure is as follows:



* Please Note, That With the Correct Authority From You (The Complainant) Someone Else Can Make a Complaint on Your Behalf

A complaint is defined as being the written expression of dissatisfaction which alleges that the Complainant (Client) has suffered (or may suffer) financial loss, distress or detriment in relation to ***our services***.

It is important to note that a complaint can only relate to the ***service*** you have received, and ***cannot relate to things such as Office of the Public Guardian or Probate Registry delays.***

The Legal Ombudsman can be contacted at the following address:
PO Box 6806
Wolverhampton
WV1 9WJ
Telephone No: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: http://www.legalombudsman.org.uk/

Unless it agrees there are good reasons not to do so, the *Legal Ombudsman* will expect the client to allow us to consider and respond to their complaint in accordance with the procedure set out above in the first instance. The client can refer their complaint up to 6 months after they have received our final written response to their complaint. They can also use the Ombudsman service if we have not resolved their complaint within 8 weeks of us receiving it. A complaint can be referred to the *Legal Ombudsman* up to six years from the date of the act or omission or up to 3 years after discovering a problem.

The Solicitors Regulation Authority can help if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Visit their website to see how you can raise your concerns with the Solicitors Regulation Authority.



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SRA Number: 619730
Company Registration Number: 09226645

. Please contact us so we may advise you on your situation. All information is correct at time of printing.