

The Society of Will Writers Client Charter



The client charter sets out your rights as a client of a member of the Society of Will Writers and the obligations that the member has to you as a client.

1. The member is covered by professional indemnity insurance, and is obliged to provide proof of this insurance if requested. The member is bound by The Society's code of practice and disciplinary and complaints procedures, copies of which are available from The Society.
2. The member is obliged to provide a quotation - in writing if requested - of the price to be paid in preparation of your Will or Wills, including any extra costs that may be incurred, before proceeding to prepare your Will(s). If more than one Will is to be prepared, the Member is obliged to provide a quotation of the prices of both Wills separately or as a set of Wills.
3. The member is obliged to advise you of the length of time it will take to prepare your Will(s) in either draft or finished form. The Member is obliged to comply with these service standards or advise you in good time if there is any reason for delay.
4. You are entitled to a refund of any money paid to the Member in respect of preparation of your Will(s) should you change your mind within the statutory cooling off period (SCOP). However, if you have received your Will(s) in draft or in finished form then any refund will be subject to charges for work carried out at your instruction (having given authority to commence work during the SCOP), except in the case of a complaint duly investigated by the Society (see paragraph 7 below) where the member is found to be at fault in the whole or part in which case any refund will be at the Society's discretion.
5. The Member may suggest other goods or services that he/she may provide. You are under no obligation to purchase any goods or services in addition to your Will(s). If the Member offers a discounted price for your Will(s) provided you purchase other goods or services, then you are entitled to be informed of the prices of the Will(s) both with and without the purchase of the additional goods or services.
6. The Member undertakes to maintain the strictest client confidentiality and not to pass your name to any other organisation without your express written permission.
7. If you have reason to complain about the service you receive from the Member, you should first direct your complaint to the Member who is obliged to deal with your complaint immediately. If you are not satisfied with the way in which the Member deals with your complaint or if the complaint has not been dealt with, then you are entitled to complain to The Society of Will Writers who will undertake an investigation of your complaint. The Society will not normally investigate complaints about non-Members, nor if the complaint was not directed to the Member in the first instance. All complaints must be in writing.

If you have any comments about the Society or the Member, please write to:
The Director General, The Society of Will Writers, Chancery House, Whisby
Way, Lincoln, LN6 3LQ

The Society of Will Writers trusts you will be satisfied with the service you receive from the member, and thank you for deciding to have your Will(s) prepared by a member of our Society.