**Complaints procedure for Mediationanddraftingexperts Ltd**

This document provides guidelines for resolution and the treatment of complaints made by our customers.

The policy is designed to be fair and easy to use.

The best method of making a formal complaint is to email us at [info@instructmade.co.uk](mailto:info@instructmade.co.uk) with the subject, complaint. Your complaint will be acknowledged by the Director within 7 working days and we will thereafter endeavour to make contact with you to discuss your complaint and to see how we can best work with you to resolve any dissatisfaction. You can expect to receive a response to your complaint within 21 days. You can also write to us at **Central House Central Way, Winwick Street, Warrington, England, WA2 7TT.**

We will ensure that your complaint is kept on record and we will write to you following our discussion to confirm the outcome of our investigations. If you do not agree with the complaints outcome, you are entitled to complain to your local ombudsman. Find your Ombudsman service at ombudsman-services.org.

If you feel unable to write to us but would still like to make a complaint, you can call us on 0330 311 2412  and we will endeavour to assist you.