



The Institute of Professional Willwriters Consumer Code

Audit August 2022

Background information

The Institute of Professional Willwriters (IPW) was formed in 1991 as a self-regulated body to safeguard the public from unqualified practitioners and unethical business practices. The Institute is managed by a council made up of IPW members elected by the membership for a three-year term.

There are currently 265 membership organisations in the Code, the number has dropped from the previous audit due primarily to the effects of Covid.

During the course of the audit, two files of new applications were checked against the compliance procedure. All records were found to be complete, appropriately marked and dated accordingly in the membership checklist.

marketing materials and advertisements for assessment of compliance against consumer law and the code of practice.

- II. Use the IPW alternative dispute resolution service which has received accreditation from CTSI under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015. IPW have moved to fully compliant ADR for the whole complaints process.
- III. Pursue the matter through the courts.

Three complaints were dealt with in the ADR all three were upheld, these are detailed in the annual report.

The Annual report dated August 2022 which detailed compliance and monitoring activities was examined.

Customer Satisfaction and Feedback

Members are required to give a feedback questionnaire form directly to consumers who can complete and post it to the Institute using a free post address. Members can also signpost consumers to complete the questionnaire online.

The Institute records results per month on a pivot table and the programme will automatically analyse levels of compliance across total membership. Results of customer feedback are recorded against each member on the member database.

The results are also including any good or bad comments and feedback. Members are also flagged for audit

Conclusions

The Institute of Professional Willwriters continues to fulfil its obligations as a code