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STATUTORY INSTRUMENTS

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**2004 No. 2951**

**LEGAL SERVICES, ENGLAND AND WALES**

**The Probate Services (Approved  
Body) Complaints Regulations 2004**

*Made* - - - - *11th November 2004*  
*Laid before Parliament* *12th November 2004*  
*Coming into force* *7th December 2004*

**THE PROBATE SERVICES (APPROVED  
BODY) COMPLAINTS REGULATIONS 2004**

1. These Regulations may be cited as the Probate Services (Approved...
2. In these Regulations— (a) “1990 Act” means the Courts and...
3. A provider of probate services who is seeking to become...
4. Regulations 5 to 14 set out the requirements which the...
5. The scheme must be appropriate to the needs of service...
6. (1) A service user may make a complaint relating to...
7. (1) The scheme must provide for investigation of the complaint...
8. (1) The member must co-operate with the investigation and provide...
9. The investigator will, as soon as reasonably practicable and in...
10. (1) The investigator will give full reasons for his decision...
11. (1) If either party is not satisfied with the decision...
12. (1) If either party is not satisfied with the review...
13. (1) The member must keep a copy of the investigator’s...
14. The approved body must supply, at its expense, to the...  
Signature  
Explanatory Note