

## Nockolds LLP Complaints Procedure

We are committed to providing high quality legal advice and client care to our clients. If you are dissatisfied with any aspect of the service you have received or about the bill, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact our Client Care Manager or our Client Care Partner on 01279 755777. They will be happy to meet with you to discuss and hopefully resolve your complaint. Please feel free to make an urgent appointment to discuss the matter face to face. Alternatively, you may wish to write to them at Nockolds LLP, 6 Market Square, Bishop's Stortford, CM23 3UZ.

### What will happen next?

1. We will send you a letter acknowledging your complaint within 3 working days. We will let you know the name of the person dealing with your complaint.
2. We will record your complaint in our central register and open a file for your complaint.
3. We will then start to investigate your complaint and provide you with a response within 21 days of the date of receipt of your complaint. If our investigation takes longer and we have to change the timescale, we will let you know and explain why.
4. If you remain dissatisfied at the end of our complaints procedure, you can ask the Legal Ombudsman to look into the matter. You can write to the Legal Ombudsman at PO Box 15870, Birmingham, B30 9EB (web address: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)). Alternatively, you can contact the Legal Ombudsman by telephone on 0300 555 0333. Please note that you must usually allow us at least 8 weeks to resolve your complaint. If you wish to involve the Legal Ombudsman under normal circumstances a complaint must be brought to their attention within one year of the problem that initiated the complaint and within 6 months of your last contact with us.

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