

# Complaint Handling Procedure



As a client of Nockolds, if at any point you become unhappy or concerned about any aspect of the service you have received, or about your bill, we want to encourage you to raise any concerns with us as soon as possible so that we can do our best to put things right.

The relationship with your lawyer is built on trust and openness and our ethos is to address any issues early on, so please raise any concerns or queries directly with the person handling your work, or ask to speak to their supervisor if you prefer. In this way, we can resolve any issues promptly for you.

After this, if you remain dissatisfied and would like to make a formal complaint, please contact our Client Care and Compliance Team by calling **01279 755777** or email [clientcaredept@nockolds.co.uk](mailto:clientcaredept@nockolds.co.uk). You can also write to the team at: Nockolds Solicitors, 6 Market Square, Bishop's Stortford, Hertfordshire, CM23 3UZ.

Please mark your letter for the urgent attention of the Client Care and Compliance Team.

## Formal Complaints Procedure

1. Once the Client Care and Compliance Team receives details of your complaint, they will acknowledge receipt within three working days;
2. Your complaint will be recorded in our central complaints register and a file opened;
3. Your complaint will be investigated and you will receive a formal response within 28 days from the date of receipt of your complaint. If our investigation takes longer, we will let you know this and explain why;
4. Following receipt of our final response, if you are still dissatisfied you can refer your complaint to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007. You can write to the Legal Ombudsman at PO Box 6806, Wolverhampton, WV1 9WJ ([www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)). Alternatively, you can contact them by telephone on 0300 555 0333.
5. Please note that before contacting the Legal Ombudsman, you must usually allow us at least eight weeks to resolve your complaint. If you do wish to involve the Legal Ombudsman, its time limits for accepting a complaint are six years from the date of the act/omission, or three years from when you should reasonably have known there was cause for complaint. In addition, you must raise your concerns with the Legal Ombudsman within six months of receiving our final response to your complaint;
6. Alternative complaints bodies such as Ombudsman services, Pro Mediate and Small Claims Mediation exist, which are competent to deal with complaints about legal services, should we both agree to use such a scheme;
7. Although we are required to provide you with details of Alternative Dispute Resolution (ADR) bodies (and do so in point 6 above) use of an ADR body is contingent upon both Nockolds and yourself agreeing to use ADR. Nockolds believes that complaints about legal services are best resolved by the Legal Ombudsman, and so we do not agree to the use of an ADR;
8. In the case of CMC registered mediators you can refer your complaint to the CMC to consider: [www.civilmediation.org/for-the-public/complaints](http://www.civilmediation.org/for-the-public/complaints)

**Key contact:** Jayne Kendrick-Jones