

# 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. We are committed to providing a high- quality service and resolving any issues (should they arise) as quickly as we can. If you are unhappy with any aspect of our service, please raise your concerns or queries directly with the person handling your work. If they are not able to resolve matters to your satisfaction then please contact their supervisor.

After this, if you remain unhappy and would like to make a formal complaint, please contact our Risk 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 Risk and Compliance Team.

## Formal Complaints Procedure

1. Once the Risk 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 and explain why;
4. Following receipt of our final response, if you are still unhappy you can refer your complaint to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007. The LeO can be contacted via telephone: 0300 555 0333, minicom: 0300 555 1777, their website: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk), email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk) or post: Legal Ombudsman, PO Box 6167, Slough, SL1 0EH;
5. 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, please note that the Legal Ombudsman expects complaints to be made to them no later than one year from the date of the act or omission being complained about or one year from the date you should have realised that there was cause for complaint. You must also refer your complaint to the Legal Ombudsman within six months of our final response to you.
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