



COMPLAINTS PROCEDURE

Procedure

If you have a complaint or concern about the quality of service, it should first be raised with the fee earner dealing with your file. Most minor issues can be sorted out quickly and to everyone's satisfaction in this manner.

If that has not resolved the problem or you consider it is more than a minor issue, then you should raise your complaint with our Managing Director, Lucinda Nicholls, by email at ln@nicholls-nicholls.com or telephone at 0207 842 1995.

What Happens Next

Within 5 working days of Lucinda Nicholls receiving a formal complaint from you, you will receive a letter acknowledging your complaint and asking you to set it out in as much detail as you can. Your response can be by letter or email and in more simple cases, by phone. However, you will appreciate that there is less chance of a misunderstanding if you explain your concerns in writing.

Your complaint will be registered on our Central Complaints Register. Once we have your detailed information, we can start the investigation. This can involve all or any of the following steps.

- Asking the fee earner or member of staff complained about to provide their comments.
- Reading the file in order to see exactly what has and has not occurred.
- Asking another fee earner who deals with that sort of work to review the file and report back with their views.

Within 21 working days of the start of the investigation we will either write to you with a report of the outcome of our investigation and suggestions for resolving the matter or write explaining what additional information is needed either from you or a third party to enable the investigation to be completed.

If you are not happy with the report and / or suggested solutions, then you can select any of the options set out below:

Nicholls Legal Group Ltd.

Web: www.nicholls-nicholls.com
Phone: 0207 842 1995 (24hrs)
Email: Info@nicholls-nicholls.com
DX: 162 Chancery Lane

Registered Business Address
15 New Bridge Street
London
EC4V 6AU

Specialist Quality Mark holder contracted with the Legal Aid Agency
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Company Registered in England and Wales. Company Number 12297417



OPTIONS:

An Informal Meeting

You can ask for an informal meeting with Lucinda Nicholls who has produced the report. The meeting will however, take place in normal office hours and normally at the office the individual is based.

If you request the meeting, then within 5 working days of it taking place, we will write to you to confirm what took place and any solutions we may have agreed with you.

The Review

The review can happen in a number of ways.

1. Lucinda Nicholls will review her own decision and notify you of our final position within a further 7 working days.
2. We may ask another staff member not previously involved in the complaint to review the decision.

You will be provided with their final review decision within a further 14 days.

Referral to the Legal Ombudsman

Even if you decide not to opt for the informal meeting and / or the review, or you have elected one of those but we have still not managed to resolve the issues satisfactorily – you are still entitled to raise the issues with the Legal Ombudsman who can be contacted at Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ. Tel 0300 555 0333 or go to www.legalombudsman.org.uk

Complaints referred to the Legal Ombudsman must be made within six months of your last contact with us. Complaints to the Legal Ombudsman must usually be made within six years of the act or omission about which you are complaining occurring; or within three years from when you should have known about or become aware that there were grounds for complaint. The Legal Ombudsman will normally require you to have utilised our internal complaints process to the end of the report stage before it will accept a referral.

Your Data Security

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Throughout the process of your complaint, personal and sensitive data is required to ensure that all of our information is correct so that we can handle your complaint in a timely and lawful manner. Any documentation, requests, evidence and associated notes or telephone recordings will be stored on the matter file to which access is restricted. This information will be kept in line with the firm's retention policy and subsequently deleted after this time.

If you raise a complaint with the Legal Ombudsman, we will be required to provide them with supporting documentation from your matter so that we can, in turn, comply with our legal obligations to them.

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