

Nicholls Christie & Crocker
130 High Street, Uxbridge, Middlesex, UB8 1JX
41 Station Road, North Harrow, Middlesex, HA2 7SX

Complaints Procedure

Our complaints policy

We are committed to providing a high quality legal service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, write to us with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within five working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this within three working days of receiving your complaint.
3. We will acknowledge your reply to our acknowledgement letter and confirm what will happen next. You can expect to hear from us within three working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:-
 - We will pass your complaint to the firm's Principal within three working days.
 - He will ask the member of staff who acted for you to reply to your complaint within five working days.
 - He will then examine their reply and the information in your complaint file. If necessary he may also speak to the member of staff. This will take up to five working days from receiving their reply and the file.
5. You will then be invited to meet him to discuss and hopefully resolve your complaint. He will do this within five working days.
6. Within three working days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.

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If you do not want a meeting or if it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within five working days of completing our investigations.

7. At this stage, if you are still not satisfied you can write to us again. We will then arrange to review our decision within ten working days.
8. We will let you know the result of the review within five working days at the end of the review. At this time, we will write to you confirming our final position on your complaint and explain our reasons. If you are still not satisfied, you can contact the Legal Ombudsman about your complaint. Details of that service were contained in this firm's client care letter sent to you at the start of your case but are repeated here for ease of reference. Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ, 0300 555 0333, www.legalombudsman.org.uk

If we have to change any of the time scales above, we will let you know and explain why.