

COMPLAINTS POLICY & PROCEDURE

The University's Legal Services team are committed to providing a high-quality legal service to all our internal clients. When something goes wrong we need you to tell us about it. This will help us to maintain and improve our standards.

This complaints procedure applies to legal services delivered by the Legal Services department and also those delivered by any other Solicitors employed by the University and who carry out legal services within their role.

Our complaints procedure

If you have a complaint, please contact the University's General Counsel and Director of Legal Services, specifying that it is a complaint made under this procedure. The current details are:

Kate Gallagher
University of Nottingham
University Park
Nottingham
NG7 2RD
Email: Kate.Gallagher@nottingham.ac.uk

If the complaint relates to Legal Services delivered by General Counsel, you should direct your complaint to the University's Registrar:

Dr Paul Greatrix
University of Nottingham
University Park
Nottingham
NG7 2RD
Email: Paul.Greatrix@nottingham.ac.uk

If the complaint relates to a Solicitor within the University's Research Contracts or Business Engagement teams, service issues which are unrelated to legal practice standards or legal professional ethical considerations should be referred to the Head of Research Contracts or the Director for Business Engagement respectively.

What will happen next?

1. For complaints received within Legal Services, we will send you a letter acknowledging your complaint and telling you who will be dealing with the complaint. Where necessary, we will ask you to confirm or explain the details.
2. We will aim to deal with any complaints promptly and in any event within 14 days.
3. The most appropriate team member, or if necessary for reasons of availability or conflict of interests, a colleague from another team within the Registrar's department, will then look into your complaint, which will normally involve examining your file and (if they did not act for you personally) speaking with the person in the team who acted for you.
4. A meeting may be offered to discuss the issues and to offer proposed solutions to resolve your complaint.
5. If you do not want a meeting, or if it is not possible for any reason, we will send you a detailed response to your complaint, including suggestions for resolving the matter.

6. If you are not satisfied with the decision at the conclusion of the complaints procedure, you may refer the matter to the Legal Ombudsman PO Box 6806 Wolverhampton WV1 9WJ; telephone 0300 555 0333; enquiries@legalombudsman.org.uk

There is a time limit for referring the matter to the Legal Ombudsman which is generally 6 months from the end of the complaint procedure and no later than 12 months from when the matter first occurred.

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