

14 Prince of Wales Road, Norwich, NR1 1LB

Tel: 01603 496623

Email: [info@ncls.co.uk](mailto:info@ncls.co.uk)

Web: [www.ncls.co.uk](http://www.ncls.co.uk)



## FREE LEGAL ADVICE

## CLIENT CARE INFORMATION – PLEASE READ

You will be given 15 minutes initial free advice by: a qualified solicitor (including non-practising and/or retired solicitors with a current practising certificate) or a Barrister, all of whom have a minimum of one year's experience; a legal executive (FILEX) with a minimum of three years' experience.

Any advice given is on behalf of NCLS. If further help is required, the adviser will tell you where this can be found and whether there is likely to be a charge. NCLS is not responsible for any advice or information you may be given from an individual, company or organisation you might approach as a result of any signposting or referral by NCLS.

Due to the current Coronavirus situation solicitors and advisers will continue to advise on behalf of NCLS according to the legislation and information that is available at the time the advice is given. As we are unable to hold face-to-face meetings, we may not be able to obtain as much information from clients as we normally do because we will not have your documentation in front of us. In terms of issues arising specifically out of the Coronavirus situation, such as employment and benefits questions, our solicitors and advisers will give as much help and advice as they can. However, they are reliant on government guidance and proposals which may not always be complete or unambiguous and which may change after the advice has been given.

If you have provided us with an email address we will be sending you a link to a short survey to give feedback on the service you received. Please take a few minutes to fill this in, it can help us to make improvements where needed and also demonstrates the benefits of the work that we do and secure funding to keep our services running.

If you are unhappy with the service you received please let us know and we will provide you with information on how to make a complaint.

As a small registered charity we are able to provide this service through the generosity of local advisers who give their time voluntarily. There is no obligation to do so but any donation is much appreciated

Donations can be made at:

<https://uk.virginmoneygiving.com/charity-web/charity/finalCharityHomepage.action?uniqueVmgCharityUrl=ncls>

### Free and independent legal advice

Norfolk Community Law Service Ltd (NCLS) is registered in England under Company No. 3524607. Registered Charity NO. 1069066

Authorised by the OISC to provide immigration advice and service Ref. No. N201200043

Authorised by the Financial Conduct Authority Ref. No. 620093



