

FREE LEGAL ADVICE

CLIENT CARE INFORMATION – PLEASE READ

Who will be advising you

You will be advised 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. In most cases the solicitors are volunteers who generously give their time for free. Any advice given is on behalf of NCLS (Norfolk Community Law Service).

Your appointment

Your appointment is for 15 minutes initial advice, we are unable to offer longer appointments as the time the advisers give is limited and our service is in extremely high demand – we want to make sure we help as many people as possible.

The limits of the service

In most situations we will provide one advice appointment on a matter, in exceptional circumstance repeat appointments can be provided, up to a maximum of 3. Again, this is to ensure that we can help as many people as possible. If further advice or assistance 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.

Feedback

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 not happy with the service

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.

If you would like to donate

As a 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://cafdonate.cafonline.org/17536#!/DonationDetails>.