

Dear

I am writing to you in reply to your Freedom of Information Act (FOIA) request to Nottinghamshire County Council. I have the following information.

1) Documentation used to meet the standard highlighted in 5.16 (Lexcel 6.1) at the bottom of this email. If a template is used can you please provide a copy of this?

We use template forms which are available from Lexcel.

2) Any documentation used to collect client feedback

We use an online system survey monkey to ask client feedback with questions that mirror the CIPFA Corporate Services VfM questionnaire for Legal Services. Copies of these questions are available from CIPFA for a fee for their members.

If you have any queries or concerns then please contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to the Team Manager, Complaints and Information Team, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail foi@nottscc.gov.uk.

Yours sincerely

John Allison
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Chief Executive's Department
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