

# NFU Legal Assistance Scheme

## Appeals and complaints procedure

This document sets out the appeals and complaints procedure applicable to the NFU Legal Assistance Scheme (the "Scheme" or the "LAS"). These procedures may be amended at any time by the Legal Board (with the approval of the Governance Board).

Defined terms used in this document (unless otherwise defined) have the meaning given to them in the Terms and Conditions of the Scheme.

### Circumstances in which appeals may be made

1. Without prejudice to the discretion of the LAS Team as to whether to make any Award, in the event an Application is refused, Scheme Members may appeal in the following circumstances:
  - (a) where the Scheme Member has been informed that their case falls outside the scope of the Scheme (including, without limitation, pursuant to paragraphs 13 or 14 of the Terms and Conditions) and are therefore ineligible and they dispute the reasoning behind the decision; or
  - (b) In light of new facts or circumstances which arise following a decision that a case is not eligible or that no further funding will be provided.
2. An appeal may also be made if the Scheme Member is not satisfied with the level of any Award granted.

### The Appeal Process

3. All appeals should in the first instance be made in writing (including copies of all relevant correspondence) and addressed to:

The Legal Assistance Scheme Manager  
NFU  
Agriculture House  
Stoneleigh Park  
Stoneleigh  
Warwickshire  
CV8 2TZ
4. The LAS Manager will acknowledge receipt of any appeal made in accordance with paragraph 3 ("Appeal") within 5 working days from the date of receipt of the Appeal (the "Appeal Date").
5. The LAS Manager will consider the Appeal, review the decision and, subject to paragraph 6 below, respond formally to the Scheme Member (the "Appellant") within 4 weeks from the Appeal Date.
6. In the event that the LAS Manager considers that a decision in respect of the Appeal (the "Decision") will not be possible within the prescribed 4 weeks period, the LAS Manager shall inform the Appellant of the reasons for the delay and will indicate the expected date of the Decision.
7. If, following receipt of the Decision, the Appellant is not satisfied with the Decision, a further appeal may be made in writing addressed to the Chairman of the Legal Board at the address set out in paragraph 3 above (a "Secondary Appeal").

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8. The Legal Board shall review and decide upon the Secondary Appeal. The decision of the Legal Board in respect of the Secondary Appeal shall, subject to paragraph 9 below, be communicated to the Appellant within 14 working days of receipt of the Secondary Appeal.
9. In the event that the Chairman of the Legal Board considers that a decision in respect of the Secondary Appeal will not be possible within the prescribed 14 working day period, the Chairman shall inform the Appellant of the reasons for the delay and will indicate the expected date of the decision of the Legal Board.
10. The decision of the Legal Board in respect of any Secondary Appeal is final.

### **Complaints procedure**

11. Scheme Members wishing to register a complaint about service delivery by the LAS Team (e.g. delays or low level of service) should follow the NFU Complaints Procedure which can be found on [www.nfuonline.com](http://www.nfuonline.com)
12. For complaints in relation to the professional services provided by a Panel Firm, Scheme Members may address such complaint to the LAS Adviser responsible for the administration of their case, or to the relevant Panel Firm directly. Any complaints shall be handled in accordance with the policies agreed from time to time between the NFU and the Panel Firms, a copy of which is available from the LAS Team on request.