



De Marco Hunter Solicitors

Client Care Fact Sheet

Where you provide us with your instructions to act on your behalf, you will receive a letter confirming the various matters which we talked about and also to provide you with some additional information. In the meantime, this Fact Sheet provides you with some information about the firm and how your case will be handled.

1. Confirmation of instructions and advice

You will receive confirmation of your instructions, our advice and the agreed next steps.

2. Timescales and critical dates

The letter will identify any agreed timescales and critical dates. If there are any critical dates that we should be aware of please let us know.

3. Responsibility for your work

You will be advised who will have responsibility for your matter. Sandra Garlick and Lianne Payne are the firm's Solicitors.

You can contact us by telephone usually between 9.00am and 5.30pm. On occasions your solicitor may be engaged in meetings, however, our secretary, Yvonne Anderson will be able to assist you. You can also contact your solicitor directly by email: lianne.payne@demarcohunter.com
sandra.garlick@demarcohunter.com

4. Our Fees

You will be provided with **Fees Estimate** which sets out a full breakdown of the fees we anticipate incurring in this matter. These fees may change if you ask us to carry out additional work on your behalf or as your matter progresses.

If we need to incur any additional fees or charges (disbursements) on your behalf, you will be advised before they are incurred. Disbursements will be invoiced to you immediately. Otherwise, invoices will be raised on a monthly basis. We accept payment by BACS or cheque. Full details are provided on the Fees Estimate. Our fees are reviewed annually in April.

You are also referred to the section headed Complaints below regarding any complaint you may have about your invoice.

5. Funding

Funding will be discussed with you at the outset. We may be undertaking work on a private basis or by alternative means of funding such as Legal Expenses Insurance or a Contingency Fee Agreement. More information is set out in Clause 8 of our **Terms of Business**.

6. Money on account/Cash payments

On occasions we may request money on account of costs. This will be paid into our Client Account. Please note that we are unable to accept payments of cash from you in excess of the sum of £250.00. We are also unable to make any cash payments directly to you; or any third party, even upon your specific request. These restrictions are a requirement under the Money Laundering Regulations. This firm does not accept payment by credit or debit card.

7. Costs

Civil Litigation Costs (if applicable)

These will be applicable if proceedings are issued in the County Court or High Court. The Court can make any Order it considers appropriate regarding costs. You will be provided with a **Litigation Costs Fact Sheet**.

Tribunal Costs (if applicable)

Employment Tribunals generally do not award costs other than in very exceptional circumstances which usually relate to the conduct of a party during proceedings. You will be provided with an **Employment Costs Fact Sheet** explaining this in more detail.

However, in most cases, you will be responsible for your own legal fees relating to Employment Tribunal proceedings and these will not be recoverable from the other party.

Compromise Agreements (if applicable)

Where a matter is settled by way of a Compromise Agreement it is usual practice for the employer to make a contribution towards the costs you incur in seeking legal advice on the agreement. You will be provided with a **Compromise Agreements Fact Sheet** for your information.

Our Costs

You are responsible for paying this firm's invoices in full regardless of any third party arrangement. Invoices are payable by return.

8. Alternatives to litigation (if applicable)

You will be advised about the benefits of Alternative Dispute Resolution or Mediation, which can take place before Proceedings are issued or during the Court Proceedings. If a party rejects Alternative Dispute Resolution or Mediation then the Judge may make a Costs Order against that party.

9. Our Service and Client Care

Firm's procedures

The firm is currently working toward the Law Society's Lexcel Accreditation. The firm regularly carries out file reviews to ensure that your case will be progressed efficiently. On occasions we may be unable to progress matters due to delays caused by other parties.

Communication

You will be updated regularly throughout the handling of your matter regarding progress, timescales, any critical dates and costs. You can contact us by telephone, e-mail, fax or letter. Unless you indicate to the contrary, we may contact you by any of these methods but the firm's usual practice is via email. If you wish to see us in person, please telephone first to make an appointment.

Regulation

The firm is regulated by the Solicitors Regulation Authority. A copy of the Solicitors Code of Conduct can be found at www.sra.org.uk/solicitors/code-of-conduct. The firm also has appropriate Professional Indemnity Insurance in place with the International Insurance Company of Hannover. We may be audited by a number of external bodies such as the Solicitors Regulation Authority, Lexcel Accreditation bodies and our Accountants. By signing our Client Care letter and our Terms of Business, you consent to your file being audited.

Complaints

De Marco Hunter Solicitors is committed to high quality legal advice and client care. If you are unhappy about any aspect of the service you have received or the firm's invoice(s), please contact Sandra Garlick on 024 7621 4440, by email to sandra.garlick@demarcohunter.com or by post to our office address in the first instance. If you are not satisfied with our handling of your complaint you can ask the Legal Ombudsman at PO Box 15870, Birmingham B30 9EB to consider your complaint. A copy of the firm's Complaints Procedure is available on the firm's website or upon request.

10. Client Identity Checks/Money Laundering Regulations

In common with most banks and professional advisers, it is this firm's practice to ask for evidence of your identity before commencing any work on your behalf. Accordingly, you will be requested to provide us with either a copy of your original Passport **or** photo Driving Licence **and** a utility bill, less than 3 months old, showing your home address (not a mobile phone bill). We may also carry out independent checks in relation to your identity.

11. Next Steps

You will shortly receive a full client care letter requesting you to return to us a signed copy of the letter, a signed copy of our Terms of Business and ID. In any event, your continuing instructions will amount to acceptance of our business terms.

Please contact Sandra Garlick if you require clarification or an explanation of anything in this Fact Sheet or if you would prefer to receive information in a different format.

We look forward to being of service.

De Marco Hunter Solicitors

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