

## CLIENT CARE

We are required by The Solicitors Regulation Authority and by the general law to give you information about the way in which your legal affairs will be handled and the basis upon which you will be charged for the work. In addition to the information that we are required to provide, we try to give as much information as possible about the likely time scale and cost of the matter with which we are dealing.

The conduct of solicitors is regulated by our professional body, The Solicitors Regulation Authority. They are responsible for enforcing our professional conduct rules. The Office for the Supervision of Solicitors and Solicitors' Disciplinary Tribunal – who have power to impose financial penalties and suspend solicitors from practice – are funded by The Law Society. All Solicitors pay an annual contribution to The Solicitors' Compensation Fund, which compensates clients who have suffered financial loss due to the dishonesty of their solicitor.

The accompanying letter and this Client Care Package constitute the agreement between us to carry out legal work on your behalf.

Under the general law, all providers of services – including solicitors – are usually required to complete the work within 30 days from the date of the contract. It is unlikely that in most cases we will complete the work within this period and the agreement between us therefore excludes this requirement.

We hope that you will find the information in the following pages helpful. If there is anything about which you need further explanation, please do contact us.