

Personal injury

Information about our services

Contents

- Quality of service
- Contacting us
- Timescale
- Keeping you informed
- Action to be taken by you
- Communication between you and us
- Our working relationship
- Storage of papers and documents
- Dissatisfaction
- Termination

Quality of service

In all our dealings with clients, we aim to provide a high quality service, to find out what our clients want and achieve it. We try to work quickly and efficiently and we hope you find us friendly and approachable. We try to provide the high quality individual service which our clients rightly expect from us.

Contacting us

- Our office hours of Business are 9:30am to 5:30pm, Monday to Friday although we are often contactable outside these hours.
- If the person dealing with your case is unable to take your call, you can leave a message on our voicemail service and we will deal with any enquiry just as soon as we can.
- Our fax lines are open at all times.
- We can also be contacted by email.
- If you wish to see the person dealing with your case, please make an appointment before coming into the office so that you are not disappointed if they are not available.
- We are available to meet with you outside normal office hours by prior appointment.

Timescale

The nature of legal work, particularly court work, makes it difficult to estimate how long it will take to complete. When we discuss your requirements at the outset we will also discuss time scales. We do attempt to meet these - even to beat them - and always to deal with everything as quickly and efficiently as possible. Please remember that quite often the speed at which work can be completed is affected by the co-operation (or lack of it) we receive from other people outside our control.

As a general guide, some straightforward claims can be settled in around one to two years, but larger or more difficult claims requiring court action are more likely to take around three to four years.

Keeping you informed

We will explain to you the issues raised in your case and keep you informed of progress. We will advise you of any significant delays and the reason behind them. When documents are prepared on your behalf, we will check these with you. We will also advise you whether the likely outcome of your case will justify the likely charges and expenses and risk involved, from time to time, as necessary.

We will inform you who will carry out most of the work in your case. We will tell you if they are a partner, solicitor or legal executive and whether any assistants will be working on some aspects of your case.

We will try to avoid changing the people who are handling your work, but if it becomes necessary at any stage to transfer the day to day conduct or overall supervision of your case to another person within the firm, we will notify you promptly of the change and the reason for it.

Action to be taken by you

During the course of your case, there may be action to be taken by you, such as signing court documentation etc. We will let you know as soon as possible, if and when this action is required.



You agree that we can approach such third parties as may be appropriate for information that we consider necessary or desirable to deal with your affairs. You will co-operate by providing all information which may be needed in order for us to fulfil our obligations under money laundering regulations.

Please keep receipts of any expenses you have as a result of your injury e.g. prescriptions, travel to and from hospital, any expenses around the home. It would also be beneficial to keep a diary of the help you need from other people and changes in your condition to assist with your claim.

Please correspond with us and provide any documents and information requested promptly so your claim can be dealt with quickly and efficiently.

Communication between you and us

We will try to communicate with you by whatever method you request. Unless you withdraw consent we will communicate with others when appropriate by email or fax but we cannot be held responsible for the security of correspondence and documents sent by e-mail or fax.

Our working relationship

Information passed to us is kept confidential and will not be disclosed to third parties unless authorised by you or required by law.

We reserve the right to disclose our files to regulatory bodies, including our auditors, in the exercise of their powers.

We will observe the professional rules and guidelines of the Law Society and accept instructions to act for you on the basis that we will act in accordance with those rules and guidelines.

Storage of papers and documents

We will destroy any papers that we hold relating to your case after a reasonable time, unless otherwise agreed with you. This will include any papers that legally belong to you. In compliance with the Law Society Guidelines, we will not normally destroy papers until at least six years after we complete your case.

Dissatisfaction

If you have any problems or queries over the way in which your matter is being handled or there is any way in which you feel our services can be improved, please contact the partner in charge of the group. Please do raise any concerns or queries so that we can address these. We will do our utmost to provide the service you require. If any queries or concerns are not resolved in this way, you may use our formal complaints handling procedure, a copy of which can be supplied on request (in accordance with law society rules).

Termination

We may decide to stop acting for you only with good reason. Please refer to the terms of the conditional fee agreement legal expenses insurance policy or legal services funding arrangement.

You may terminate your instructions to use at any time in writing. We then have the right to charge you for all work done including expenses and can retain your file of papers until our bill is paid. You will be entitled to ask the court to assess the reasonableness of any fees we charge you.

This is an important document: please keep it in a safe place for future reference.

Field Fisher Waterhouse LLP 35 Vine Street London EC3N 2AA
t. +44 (0)20 7861 4000 f. +44 (0)20 7488 0084 info@ffw.com www.ffw.com

This publication is not a substitute for detailed advice on specific transactions and should not be taken as providing legal advice on any of the topics discussed.

© Copyright Field Fisher Waterhouse LLP 2008. All rights reserved.

Field Fisher Waterhouse LLP is a limited liability partnership registered in England and Wales with registered number OC318472, which is regulated by the Solicitors Regulation Authority. A list of members and their professional qualifications is available for inspection at its registered office, 35 Vine Street London EC3N 2AA. We use the word "partner" to refer to a member of Field Fisher Waterhouse LLP, or an employee or consultant with equivalent standing and qualifications.