

Gelbergs LLP - Refund Policy

Costs

We aim to offer our clients quality legal advice with a personal service at a fair cost. We aim to be transparent about costs and to keep our clients informed and updated about costs as their matter progresses. We enter into a contract with our clients at the start of a matter, and our terms and conditions set out all the information required about how we charge:

T's & C's

When you engage us, you will also receive a client care letter setting out a costs and time estimate for your particular matter.

Your rights

As a firm of solicitors, we are regulated by the Solicitors Regulation Authority, and we must comply with strict rules concerning handling client money, and financial conduct in general. Information from the SRA about your consumer rights as a client can be found here:

<http://www.sra.org.uk/consumers/using-solicitor/costs-legal-aid.page>

There is also a useful guide published by the Legal Ombudsman:

<http://www.legalombudsman.org.uk/downloads/documents/publications/Consumer-Guide-Costs-BW.pdf>

And by the Citizens Advice Bureau:

http://www.adviceguide.org.uk/england/your_rights/legal_system/using_a_legal_adviser.htm#_le_gal_costs

Complaints

The links to information above will help you understand your rights. If you still have any queries or wish to raise a particular issue, you should in the first instance write to the relevant fee earner dealing with your matter and ask them for an explanation.

If your query is not resolved, and if you wish to complain about a bill, then please send your letter of complaint to our Managing Partner, Graeme Taylor.

If you are still not satisfied, then you can make a complaint to the Legal Ombudsman.

<http://www.legalombudsman.org.uk/>

The Citizens Advice Bureau provides a useful guide to help you:

http://www.adviceguide.org.uk/england/law_e/law_legal_system_e/law_taking_legal_action_e/complaints_about_legal_advisers.htm

Court

We also have statutory obligations to provide a right of recourse to clients who wish to dispute a bill. You may be entitled to have our charges reviewed by the Court in a process called "detailed assessment". The procedure is set out in ss 70, 71 and 72 of the Solicitors' Act 1974. Further information about the procedure can be found on the Senior Courts Costs Office website:

<https://www.justice.gov.uk/courts/rcj-rolls-building/senior-courts-costs-office>