



Client Care Notes

Mrs Catherine White

You have instructed Barrass White Legal to act on your behalf and these client care notes are designed to help detail the service that we will be providing to you. We appreciate that every case and file is different but we hope that these notes will give a general overview of how you can expect us to handle your file.

Mrs Catherine White will have day to day conduct of your file. She is a partner of the firm and experienced in all aspects of non-contentions work. She is currently part time, working Mondays, Tuesdays, Thursday mornings and Fridays. Our offices are closed on Wednesdays but if your query is urgent outside of Mrs White's working hours, please telephone the office anyway as someone else may be available to assist in your enquiry. Alternatively, please send your query by email and Mrs White will respond as soon as she is able.

Mrs White's files will be supervised by Mrs Sonia Barrass, the other partner within the firm and if appropriate, conduct of your file will be shared or may ultimately be transferred to Mrs Barrass. If this is necessary on your file, you will be notified of the change and introduced to Mrs Barrass.

We will try to provide you with a timescale for your matter, however, in a lot of cases, there are a significant number of factors that are out of our control and that can impact significantly on the progress of your matter. We will of course keep you updated as best we can and advise you based on the individual circumstances of your file.

We will provide you with a written estimate of costs for the work that you have instructed us to do. If we have agreed with you a fixed fee, this will be set out in writing to you and our costs will not exceed the agreed fee, however, if you require us to do more work on your behalf than originally agreed, we will provide you with an indication of the additional costs as soon as we become aware that the additional work is required. If we have agreed an hourly rate with you, we will issue an invoice to you on a monthly basis in order that costs remain manageable for you. Our current hourly charging rate for partners of the firm is £200 per hour. We will update you as to anticipated further costs on your file each time we issue an invoice as far as we are able in order that you can plan accordingly.

We have a written complaints procedure that is available on our website however if at all possible, we would like the opportunity of resolving any grievances that you may have informally as we believe that this is most beneficial for both yourself and us. If you do have any concerns at all, please address these directly to either Catherine White or Sonia Barrass, who will do their utmost to resolve your complaint as swiftly and efficiently as possible.

We will communicate with you regularly, by phone, email, letter or in person and if appropriate, send you copies of correspondence to keep you updated. Depending on the nature and the stage of the file, we may be in very regular contact, however, at the very least, we will update you on a

monthly basis. If you have a preferred method of contact, please let us know otherwise we will use email or telephone as our preferred method of contact.

Of course, if you do have a question or query, or need to update us at all, please do not hesitate to make contact with us yourself, preferably by email or phone and if necessary, we can make an appointment for you to come in and discuss your matter fully. We cannot guarantee that Mrs White will be available to see you if you call into the offices without an appointment, however, as far as possible we will arrange for someone to see you, or at the very least, arrange a time when it would be convenient for you to call back.

We have put a number of procedures in place to try and ensure that you are happy with the service that you receive from our firm and have no concerns about the way that your file has been handled and we aim to send every client a questionnaire at the end of their file to assess how we are doing in this regard, however, if you do have any suggestions as to how we may be able to improve our service, please let us know.

We do, on occasion, have to have our files audited by outside agencies, such as the Solicitors Regulation Authority or the British Standards Institution. If you would prefer your file not to be accessible to these agencies, please let us have your written instructions as soon as possible.