

COMPLAINTS PROCEDURE

We are confident that we will give you a high quality service in all respects. However, if you have any queries or concerns about or work for you, please take them up first with the person dealing with your matter. If they cannot resolve matters for you, we will refer the matter to our client care coordinator, and they will let you have details of our complaints procedure.

We are required to give you the following information:-

- a) In the event of a problem you are entitled to complain. You can do so in person or in writing.
- b) Any complaint can include a complaint about the firm's bill.
- c) This firm has a complaints procedure available on request.
- d) At the conclusion of our complaint process you can then complain to the Legal Ombudsman.

You can contact them by telephone on 0300 555 033, by e-mail at enquiries@legalombudsman.org.uk or by post at PO Box 6806, Wolverhampton, WV1 9WJ.

You may have the right to object to our bill by applying to the Court for an assessment of the bill under Part 3 of the Solicitors Act 1974. If all or part of the bill remains unpaid we may be entitled to charge interest.

We like all Solicitors are bound to comply with the Principles of the Solicitors Code of Conduct, which set out the professional standards expected of all firms and individuals.

We are confident that we always comply with these principles. If however you feel that for some reason we have not delivered what you expected or complied with the Principles then please contact us to discuss matters. If we cannot resolve your concerns or you feel you cannot raise them with us then you have the right to contact the Solicitors Regulation Authority by completing their report form online at www.sra.org.uk/consumers/problems/report-solicitor.page.

FEE INFORMATION

Every client's circumstances and requirements are different, which is why we encourage you to contact us so we can provide you with a tailored estimate to make sure that you get the right amount of support to meet your individual circumstances. The prices quoted below are only intended as an illustration and we would always urge you to call us to discuss your individual requirements.

RESIDENTIAL CONVEYANCING

i) Sale and Purchase

Our fees are based upon the value of the property that you are buying or selling and are in accordance with the following scale:

| Property Value | Fee |
|-----------------------------|------------|
| Up to and including £40,000 | £450 + VAT |

| | |
|----------------------|--------------|
| £40,001 to £100,000 | £550 + VAT |
| £100,001 to £150,000 | £600 + VAT |
| £150,001 to £175,000 | £650 + VAT |
| £175,001 to £200,000 | £700 + VAT |
| £200,001 to £250,000 | £750 + VAT |
| £250,001 to £300,000 | £825 + VAT |
| £300,001 to £400,000 | £975 + VAT |
| £400,001 to £500,000 | £1,250 + VAT |

Properties worth above £500,000 are outside our fixed price scheme, however, we are able to provide you with a price guide in the form of a range. This range is subject to the complexities that a house sale or purchase of this value may include, and will reflect the market conditions in the area that the property is situated at the time of the quote.

Our prices for such transactions start at **£1,500+VAT** and depending on the value of your property can rise to **£3,000+ VAT**.

Due to the complexities that arise with Leasehold Properties they will attract a further charge of £150 + VAT

ii) Mortgage/Remortgage

Our fees are based upon the amount that you are borrowing and are in accordance with the following scale:

| Amount of Loan | Fee |
|-----------------------------|------------|
| Up to and including £40,000 | £200 + VAT |
| £40,001 to £100,000 | £250 + VAT |
| £100,001 to £300,000 | £350 + VAT |
| £300,001 to £400,000 | £400 + VAT |
| £400,001 to £500,000 | £450 + VAT |

Borrowings above £500,000 are outside our fixed price scheme, however, we are able to provide you with a price guide in the form of a range.

Our prices for such transactions start at **£500+VAT** and depending on the value of your borrowing can rise to **£1,500+ VAT**.

iii) Other Payments

Unlike many other solicitors we will not charge you extra for dealing with the Stamp Duty or Land Transaction Tax Formalities, for dealing with unregistered land or for dealing with your mortgage. Neither will we charge you extra for sending money to you by Bank Transfer.

Other payments that could however apply include:-

Purchase/Mortgage/Remortgage

Property Searches – approximately **£165 +VAT**

Help to buy - **£125 + VAT**

Land registry / bankruptcy searches - approximately **£20 + VAT** - depending on number applied for

Land Transaction Tax / Stamp Duty Land Tax - This tax is set by the Government and rates can be found here:- <https://www.gov.uk/stamp-duty-land-tax>

Land Registry Fee- This is set by the Land Registry and rates can be found here: - <http://landregistry.data.gov.uk/fees-calculator.html>

Sale

Land registry fees / bankruptcy searches approximately **£20** - depending on number applied for

Once we fully understand the requirements of your property sale or purchase we will be able to provide you with a fixed price quotation and a final breakdown of additional disbursements that may apply.

PROBATE AND THE ADMINISTRATION OF ESTATES

Obtaining a grant of representation and dealing with the administration of an estate can be complicated; it can take several months to make sure everything is done properly. We offer a complete estate administration service to deal with everything for you or alternatively if you prefer you can instruct us just to obtain the grant for you.

An estimate of costs will always be provided once we have assessed the complexity of the estate.

Complications can come out of the woodwork at any time and any change in our estimate would always be communicated with you clearly and as early as possible to take into account any additional unforeseen work.

i) Full Probate Service

Our costs are based on a percentage of the value of the estate, usually the aggregate of 1% of the value of any real property (houses and land) and 2% of the value of other property. VAT is payable at the prevailing rate. This is subject to a minimum of £1,500 + VAT.

The price, depending on complexity and the overall value of the estate, for a standard Probate, will generally be between £1,500 and £20,000 + VAT for estates that are uncontested and have UK assets only.

This does not include disbursements outlined below.

The following services are included:

- All meetings and correspondence
- Collecting information
- Applying for the Grant of Representation
- Placing public notices and undertaking the relevant asset, liability and Will tracing searches (where required)
- Arranging valuations
- Dealing with Inheritance Tax forms and paying the Inheritance Tax
- Collecting in assets

- Paying any liabilities
- Distributing the estate

The following are not always included and we would need to discuss these with you:

- Dealing with the sale or transfer of any land in the estate
- Dealing with a Deed of Renunciation where one or more of the executors wishes to step down.
- Dealing with assets outside of the UK.
- Disputes arising with an estate including disputes with regards to the Inheritance Tax payable.
- Dealing with Deeds of Variation

ii) Grant of Representation Only Service

If the Personal Representatives do not wish to instruct us to deal with the full administration of the estate we offer a fixed price alternative to deal with the application for the Grant of Representation and completing the appropriate inheritance tax form(s) only.

Our costs range from **£500 + VAT to £2,000+ VAT** depending on the complexity involved and the relevant inheritance tax form(s) that are required.

iii) Other Payments

Apart from the above other fees may be payable such as:

- Probate Registry fees in the sum of £155 together with 50p for every additional copy of the Grant required (no VAT is applied). The Probate Registry fees are set to change in April 2019.
- Land Registry registration and search fees – these can be found here - <http://landregistry.data.gov.uk/fees-calculator.html>
- Fees for placing public notices, undertaking asset, liability and Will tracing searches.
- Tracing Agents and Genealogists fees.
- Miscellaneous expenses such as travelling expenses.
- Other professional fees, such as accountants and Valuer's fees

MOTORING OFFENCES

Our Criminal Solicitor Maggie Hughes has a vast experience of dealing with all kinds of Criminal cases – from the most minor of offences all the way through to Murder and other serious offences. If you have been arrested or you've been charged with a criminal offence then please speak to Maggie about the likely fee to deal with your case. So far as Motoring Offences are concerned if you need advice and representation at the Magistrates Court in relation to road traffic offences dealt with at a single hearing we can offer the following as a guideline:

- DRINK & DRUG OFFENCES e.g. Drink driving or Drug driving (prescription or illegal drugs) Guilty Pleas only - £450
- LOW RISK OF DISQUALIFICATION – i.e. Other Road Traffic Offences with minimal risk of disqualification. Guilty Pleas Only - £450
- EXCEPTIONAL HARDSHIP OR SPECIAL REASONS HEARINGS - £450
- HIGH RISK OF DISQUALIFICATION i.e. Road Traffic Offences with serious risk of disqualification or revocation of test pass. Guilty Pleas Only - £500

EMPLOYMENT

We are able to provide advice both to Employees and Employers. The following fee guidelines use specific types of employment work to give you an idea of the cost involved but if you have experienced or are experiencing any difficulties at work then please speak to us about the likely fee to deal with your specific case.

For employees we can for example provide advice and representation in relation to the bringing of claims before the Employment Tribunal against an employer for unfair dismissal or wrongful dismissal.

For Employers we can for example provide advice and representation in relation to defending claims before the Employment Tribunal brought by an employee for unfair dismissal or wrongful dismissal.

Our standard approach to pricing is to use an hourly fee rate. For some cases we may be able to offer fixed-price options as well – we can tell you more about this when we have reviewed your claim.

For 2019 our hourly fee rates are £180 + VAT per hour.

The total cost of any claim will depend on a range of factors, particularly how long it takes us and how complex the work is. For this reason we can only provide you with a guideline of the actual costs.

Our guideline range of prices for a claimant who is bringing a claim for unfair dismissal, constructive dismissal or wrongful dismissal (without any additional claims, such as discrimination), where the case goes all the way to a trial, is as follows:

Simple case: £500 to £1,500+ VAT

Medium complexity case: £1,000 to £2,500 + VAT

High complexity case: £2,000 to £3,500 + VAT

DEBT RECOVERY

The costs involved for debt recovery can be hugely variable depending on several factors. Our standard approach to pricing is to use an hourly fee rate. For some cases we may be able to offer fixed-price options as well – we can tell you more about this when we have reviewed your claim.

For 2019 our hourly fee rates are £180 + VAT per hour.

The costs are affected by whether the debt is contested or uncontested and at what stage in the collection process we are able to collect the debt on your behalf. The following assumes that the debt is no more than £100,000.00 and provides only a guideline as to the costs involved. Please talk to one of us if you are intending to pursue a debt so we can give you an estimate tailored to your case.

The first stage of the process would be to issue the debtor with a letter before action at a cost of £360 + VAT. If the debtor does not pay at this stage then the next step would be to issue proceedings at a cost of £500 + VAT. If this then proceeds to court the court fee will be payable in line with a scale of fees published by the Court Service on its website. Our fees will be £1,000 + VAT for the preparation and then £1,000 + VAT to enable us to attend court on your behalf. It may be possible to recover some of your costs if you are successful, but this is not guaranteed.

Our fees are based on the amount of work and not the size of the debt. However, it should be noted that court fees do differ depending on the size of the debt.

If we obtain a judgment at court for you, and the debtor does not pay you may wish to instruct us to enforce the judgement. At this stage you have a number of options open to you.

We could issue a statutory demand if the debt remains unpaid and is over £5000 (if against an individual) or £750 (if against a company).

A statutory demand is a written warning from a creditor and to draft this may cost £360 + VAT then a further £150 + VAT for it to be served. This may later proceed to bankruptcy proceedings which would incur further costs and potential Barristers fees.

If this leads to bankruptcy or insolvency proceedings it will cost £850 to draft the petition. In order to wind up a company (insolvency proceedings) the petition fee will be £1600 and the court fee £280. To make an individual bankrupt there will be further court fees. Each bankruptcy/insolvency hearing will cost up to £1,000 + VAT a hearing for our Legal fees.

The above costs assume that the debt is disputed by the debtor. If the debt is not disputed it may not be necessary to issue proceedings and an alternative approach may be available which might be considerably cheaper.