HENSCOTT SOLICITORS
TERMS OF ENGAGEMENT

SERVICE

We are regulated by the Solicitors Regulation Authority.

Our normal opening hours are Monday to Friday from 9am to 5pm. However, you can contact the office 24 hours a day, 365 days a year on 020-8521-9955 for emergency advice and assistance.

We are committed to providing an efficient and effective service to you and always keeping you updated with the current progress of your case.

Should there be any aspect of our service with which you are unhappy, we hope you would feel able to raise the matter with the solicitor who has conduct of your case. However, the firm operates a formal complaints procedure and one of the Directors, will be happy to deal with any issues raised by you and investigate where necessary.

If you are still dissatisfied with our handling of your complaint then you are able to contact the Legal Ombudsman at PO Box 6167, Slough, SL1 0EH or by telephone on 0300 555 0333, and they will consider your complaint. This should usually be done within 6 months from receiving our final written response about your complaint.

DOCUMENT STORAGE

Once your case has concluded, we are entitled to hold onto all necessary documents until monies owed to us for our expenses and fees have been paid.

We will keep our file and your paperwork for up to 6 years in storage once the case has concluded and the final bill has been paid. If there are various documents that you have requested, then these will be excluded from those which are kept in storage. Following on from those 6 years, we reserve the right to destroy the files.

If you require your file to be returned from storage within the six-year period, then you may be required to pay a fee for any work required by us on a request by you for the retrieval of your file.

DATA PROTECTION

The information that you supply us will be entered on our database and subject to your instructions, will remain confidential in association with the General data protection regulations in force at the time and our duty of confidentiality to you.

It is, however, important for you to understand that should your case require expert witnesses or other professionals who may be able to assist in your case, the information we hold may need to be shared with such third parties. Our firm may be subject to external quality checks or audits from our Regulators. Should that be the case, any of the information ascertained by them will remain confidential.

We have a privacy policy which explains the types of personal data we may collect about you when you interact with us. It also explains how we will store and handle that data and keep it safe. Here is a copy

of our Privacy Notice should you wish to consider it. A copy is also available on our website or you can request a copy from the firm.

PROFESSIONAL INDEMNITY INSURANCE

All aspects of our work are covered by professional indemnity insurance.

TERMINATION

We reserve the right to stop representing you should there be a sufficiently justifiable reason in doing so. An example of this is if you have failed to pay the full amount required to represent you at court. However, we will give you notice and time before we cease to act for you. If this is the case, you will only be required to pay our charges up until that point.

You also have the choice to terminate our representation. This may be done in writing at any time, but we reserve the right to hold onto your papers and documentation whilst money is outstanding for our fees and expenses.