

Questions for clients to ask a solicitor

1. What is the aim of instructing the solicitor (for example to recover damages, obtain contact with a child, to prevent an eviction)?
2. How long will it take to achieve this aim? If an exact time span cannot be given, please explain what steps need to be taken and approximately how long these will take.
3. How good are the chances of achieving the desired outcome?
4. What will be the approximate cost? Is there a chance of recovering the cost from a third party, e.g. an insurer?
5. If the solicitor cannot say exactly what it is going to cost, they can provide the following:
 - * Hourly charge-out rate?
 - * The charge for telephone calls and letters?
 - * Will interim bills be rendered or will the client be given a bill at the end of the case?
 - * How often will the client be updated on the level of costs incurred to date? (The client can instruct the solicitor to notify them about the level of costs incurred at certain stages.)
 - * Is the first Interview free?
6. Is the client eligible for Legal Aid?
7. Is the client eligible for a contingency fee claim?
8. Does the solicitor have any policy about returning phone calls within a certain period of time and responding to letters?
9. How regularly can the client expect to be updated on progress? (It is open to the client to specify a period, for example, a weekly or monthly update on progress.)