### Introduction

Coodes LLP is a limited liability partnership registered in England and Wales with number OC383089. We are authorised and regulated by the Solicitors Regulation Authority. A list of our members, all of whom are solicitors, may be inspected at our registered office: Elizabeth House, Castle Street, Truro, Cornwall, TR1 3AP.

In this document and in any communication with you, “partner” means a member of Coodes LLP and “employee” means employee of either Coodes LLP or any service company which provides services to Coodes LLP. “We” and “our” mean Coodes LLP and “you” means the person who is our client or, if more than one person, those persons who, together, are our client. Where we act for two or more clients jointly, it is on the understanding that we are authorised to act on instructions of either or both or any of them.

This document explains our terms of business and the way in which we will deal with this consultation. The purpose of this consultation is to discuss with you the issues involved with your matter, your legal requirements and the options available to you together with the likely costs and how we can help should you decide to proceed further.

### Hours of Business

Our normal hours of opening are 8.30am to 5.30pm Monday to Friday. Appointments may be arranged outside these hours when necessary.

### Responsibility for the work

The work will be carried out by Philp Sayers, a solicitor specialising in Employment Law who is supervised by Abi Lutey, a Partner in the firm who is ultimately responsible for the work.

### Your instructions and requirements

You have requested to book a ‘Employment Law Consultation’ Offer (‘The Offer’).

### Purpose and Scope of the Consultation

* Review of company handbook and employment contracts
* Advice on the redundancy process and restructuring of roles

### Limitations of the Retainer

* The Offer will be limited to a free review of employment handbooks and contracts; or
* A one-hour consultation by way of video conference or telephone meeting on the redundancy process and restructuring roles
* You agree to complete an Enquiry Form and provide details of your business ahead of the service selected under The Offer

### Our charges

There will be no charge for The Offer.

### Data Protection

### Please read our Privacy Policy which tells you how we use the information you provide to us. All personal information you provide will be processed in strict accordance with this policy. The Privacy Policy is available to review on our website at [www.coodes.co.uk](http://www.coodes.co.uk) If you would like this policy in another format (for example, audit, large print, braille) please contact our Data Protection Officer by email at dpo@coodes.co.uk or by telephone on (01326) 318900.

From time to time we would like to send you relevant information; newsletters; legal updates and invitations to events which we think may be of interest to you. To do this we use a variety of direct marketing methods of communication.

Please note that we will never pass your details on to third parties, unless as part of our legal requirements or in relation to our quality standards. If you wish to receive these legal updates, please click on [this link](https://coodes.us12.list-manage.com/subscribe/post?u=786d0c5fb3dc051a469dbf13f&id=4e62796004&SOURCE=Website_Modal_Coodes_Newsletter_Signup), or visit our website and subscribe using the link provided at the top of every page. You may unsubscribe at any time by contacting us by email, telephone or writing to us. Contact details can be found on our website [www.coodes.co.uk](http://www.coodes.co.uk).

### Quality standards

We are committed to a policy of continuous improvement in the quality and efficiency of the services we provide to clients. To assist us in achieving this we may be subject to periodic file checks by external organisations in connection with recognised quality assurance schemes, such as Lexcel.

Unless you advise us in writing to the contrary, we will assume that you agree to our permitting such file checks in relation to files we may open for you. These external organisations are required to maintain confidentiality in relation to your files.

**Conflict of interest**

We carry out conflict checks in every matter as soon as it is practicable to do so. We have a number of procedures in place to ensure that any issues which arise can be discussed with you and dealt with as quickly and efficiently as possible.

We have a professional obligation not to act for you, or any other client, in a situation where there is an actual or significant risk of a conflict with either the interests of another client or our own interests.

If you become aware of an actual or potential conflict of interest at any time while we are acting for you please discuss it with us immediately so that we may endeavour to resolve the issue in the most advantageous way to all clients concerned. If we do have to cease acting for you, you will still be responsible for our charges up to that time.

**Solicitors Regulation Authority:**

The Solicitors Regulation Authority can help you, if you are concerned about our behaviour. If you feel that we may have been dishonest or treated you unfairly because of your age, disability or other characteristic, then please refer to its website: <http://www.sra.org.uk/consumers/problems/report-solicitor.page>

### Storage of papers and safe custody of deeds, wills and documents

We will keep our file of papers (excluding any of your papers which you ask to be returned to you) for at least six years from the date of completing the Consultation and on the understanding that we have your authority to destroy our file together with any papers belonging to you after six years. We will not destroy Deeds, Documents or Wills that you ask us to deposit in safe custody.

Acceptance of any Deed, Will or other original document for safe custody by us does not imply that we accept that we have any continuing responsibility to inform you of any changes in the law that may affect the effectiveness of any of the terms of such Deed, Will or document.

### Complaints

We want to give you the best possible service. However, if at any point you become unhappy with the service we have provided to you or you have any concerns, then you should inform us immediately so that we can do our best to resolve the problem for you. We ask that you contact Phil Sayers in the first instance. If still not resolved to your satisfaction, please contact the Abi Lutey or alternatively email the Complaints Team at Complaints@coodes.co.uk. Please bear in mind that we will not be able to comment in detail until our investigations are complete. A hard copy of this complaint handling procedure is available on our website [Complaints Procedure - Coodes Solicitors](https://coodes.co.uk/complaints/)

If you are not satisfied with our handling of your complaint you can ask The Legal Ombudsman to consider the complaint. They can be contacted by telephoning 0300 555 0333 (Helpline), by writing to PO Box 6806, Wolverhampton, WV1 9WJ or by e-mail to enquiries@legalombudsman.org.uk. By its rules there are time limits as to when the Legal Ombudsman will accept complaints. These are six years from the date of the act or omission complained of, or three years from when you should have known about the cause of the complaint. Normally you will need to bring a complaint to The Legal Ombudsman within six months of receiving a final written response from us about your complaint.

A complainant to the Legal Ombudsman must be one of the following:

* an individual
* micro-enterprise as defined in European Recommendation 2003/361/EC of 6 May 2003 (broadly, an enterprise with fewer than 10 staff and a turnover or balance sheet value not exceeding €2 million)
* charity with an annual income less than £1 million;
* club, association or society with an annual income less than £1 million;
* trustee of a trust with a net asset value less than £1 million; or a personal representative or the residuary beneficiaries of an estate where a person with a complaint died before referring it to the Legal Ombudsman.

I acknowledge receipt and agree to the above terms of business

Signed…………………………………………(Client) Dated ………………………………………….