

TERMS OF BUSINESS

MSD SOLICITORS



OUR COMMITMENT TO YOU

MSD Solicitors are committed to providing you with a highly professional legal service. We strive to provide the best service we can so that you achieve the best outcome possible in relation to your case.

We rely upon our reputation to bring us recommendations from all our clients, which in turn means that we can invest more time in our clients.

- Review your matter and update you by email and telephone as necessary at least once per month
- Respond to telephone calls within 1 working day
- Respond to written communication within 3 working days
- Communicate with you in plain language and not legal jargon
- Explain the legal work required as your matter progresses and update you on relevant changes in the law
- Update you on whether the likely outcomes still justify the likely costs and risks associated with your matter if there is a material change in circumstances
- Continue to review whether there are alternative methods by which your matter can be funded
- Advise you of any circumstances of which we are aware or consider to be reasonably foreseeable that could affect the outcome of your matter

HOW WE WORK



This document sets out the basis on which the firm will act for you and contains details of the way in which the firm's costs are calculated and the method by which they should be paid. The contents of this document form the basis of a contract between you and the firm for the work we do advising and representing you. It is therefore important that you read it through carefully and ensure that you understand its contents. If, after reading the terms of business, you are unsure about any aspect of this matter, please do not hesitate to telephone or write to us for further clarification.

This is a standard document, which is sent to all clients at the outset of a matter.

Mohsin Masaud, our Principle Solicitor and Managing Partner will be a named supervisor responsible for the conduct of your case. Whenever possible he will be available to advise and assist you throughout your application. Our team of legal experts will keep you informed of the progress of your case and any developments as and when they arise. Other members within the office may be available to assist you on your case and answer questions you may have.

We always do our best to respond promptly to letters or calls made to our office about your case but ask you to understand that at busy times an immediate reply is not always possible. If you need to see a member of staff, you should telephone the office for an appointment as you may not be seen otherwise.

IMPROVE YOUR CHANCES OF SUCCESS

You must be open with us when we discuss the case and not hold back anything which you think might be important. Our team will need to know all the facts, both helpful and unhelpful, so that we can decide how the case can be most effectively argued.

Unfortunately, the immigration authorities are often unwilling to simply accept a person's word for something, even if they have nothing to prove that they are being untruthful but, because of this, documentary evidence is an important part of most immigration cases.

DOCUMENTATION

We shall, of course, take great care with any original documents such as passports, which you may give to us for sending to the immigration authorities. These will be returned to you immediately once they are returned to us.

LOW INCOME SUPPORT

If you are on a low income or receiving welfare benefits, you may qualify for Legal Help under the Community Legal Services Scheme to assist you with your case. Please note that we do not represent clients free under that scheme. If therefore you would prefer to be represented by the Community Legal Services adviser, please let a member of our team know immediately and we shall advise you where you can get possible alternative representation.

PROFESSIONAL FEES



Our normal charges are based on the time we spend dealing with your case. Time spent on your affairs will include: meetings with you and perhaps others, time spent travelling on your business, considering, preparing and working on papers or correspondence plus making and receiving telephone calls.

Please see below our client account banking details. Please quote your reference so that we can allocate payment to the correct file.

MSD Solicitors Limited:

Barclays Bank

Sort Code: 20-55-41

Account Number: 43622878

This fees quoted do not include any further challenges, if your application or claim is refused. If you or we decide that we will no longer act for you, you will be required to pay our charges on an hourly basis as per the law society rate. All disbursements must be paid by you.

Please note that our fees are non-refundable.

CLIENT TESTIMONIALS



“

I would highly recommend MSD Solicitors, they were very keen to help with our case and the whole process was extremely fast and professional. They were available all the time answering all the questions and doubts we had in a very professional manner, guiding us throughout the process..



“

You have been very good and helpful, excellent in keeping me informed about the next steps of my application. Thank you.



“

Great communication throughout the lengthy process, highly professional and friendly staff, kept in regular contact with us, informing us of every process that was currently happening. The process was very quick and painless!





COMPLAINTS PROCEDURE

We are committed to providing high quality legal advice and client care. If you are unhappy with any aspect of the service that you have received, or about the bill, please contact the principal solicitor on 0161 503 0553 or mohsin@msdsolicitors.co.uk or by post to our office. We will fully investigate your complaint and endeavour to provide you with a response within 8 weeks, however if you are not satisfied with our decision or handling of any complaint you can ask the Legal Ombudsman for England and Wales which was established by the Office for Legal Complaints under the Legal Services Act 2007, to look at your complaint.

The contact details for the Legal Ombudsman are (w) www.legalombudsman.org.uk (p) PO Box 6806, Wolverhampton WV1 9WJ, (t) 0300 555 0333 (if calling from overseas +44 121 245 3050) or (e) enquiries@legalombudsman.org.uk. Strict time limits apply. If you wish to lodge a complaint with the Legal Ombudsman you must do so within 6 months of our final decision on your complaint.

TERMS OF BUSINESS AGREEMENT

The purpose of this document is to describe our professional relationship and the services we will provide to you. By signing up with us you are providing your informed agreement to these Terms of Business.

This document contains important information. Please ensure you have read it carefully as it sets out the terms of business on which we agree to act for you as a client and the services we provide. Please contact us if there is anything that you do not understand or agree with.

NAME

SIGNATURE

DATE

CONTACT DETAILS

**Address**

Masaud Solicitors Limited
T/A MSD Solicitors
61 Mosley Street
Manchester
M2 3HZ

SRA ID

666682

Company Number

12303416

Telephone

0161 503 0553

VAT Registration Number

396387633

Fax

0161 503 3849

Email

info@msdsolicitors.co.uk

Website

www.msdsolicitors.co.uk

