



Can I claim

Injury Compensation?

Proud to support



Corporate member of
Plain English Campaign
Committed to clearer communication

501



Quality
Solicitors

“You just don’t know if a law firm is any good until it is too late! I started the QualitySolicitors legal brand after having a terrible experience of using a lawyer myself. Even though I’m a barrister, I didn’t know who to choose when it came to my own legal issues. In the end, I chose badly - my lawyer never kept me updated and hardly ever returned my calls. The stress it caused was awful. Sadly, that experience is all too common.

Using a QualitySolicitors firm is like having a lawyer recommended to you by hundreds of trusted friends. That’s because we only select firms to become part of QualitySolicitors that have consistently excellent feedback from their clients. I am certain that by choosing QualitySolicitors to represent you, you will have a much better experience than I did with my lawyer!”



Craig Holt

Chief Executive
QualitySolicitors

What is QualitySolicitors?

QualitySolicitors is a national legal service with branches all across the UK. QualitySolicitors is made up of many of the UK's best law firms who have come together to create a national legal brand.

Before they can join, law firms are chosen from fierce local competition. Only the best firms are selected to become part of QualitySolicitors - based on what you, the public, tell us about them.

QualitySolicitors is delighted to be a member of the Institute of Customer Service. We are determined to improve standards of customer service in the legal market. Everything we do is designed to make life easier and less stressful for you when dealing with legal matters. Our aim is to drag the legal profession into the 21st century!

Our lawyers are experts in their legal areas but, unlike some, don't believe they have to use complicated legal jargon to prove how good they are. That's why QualitySolicitors are proud members of the Plain English Campaign.



Why choose QualitySolicitors for your claim?

QualitySolicitors aim to provide the very best in customer service. With locations throughout the UK, we combine the strength and expertise of a national brand with the convenience of a local service.

Expert lawyers...
QualitySolicitors personal injury lawyers are specialists experienced in getting you the best outcome from your compensation claim.
...providing the best service

All QualitySolicitors offer the following key promises:

1. Free First Consultation

Most people don't use a lawyer very often. We know it can sometimes be a worrying and unknown process. Call us or pay a visit to your local QualitySolicitors branch – all at no cost. You'll find friendly staff who genuinely want to help you with whatever your legal issue is.

Your Free First Consultation is your chance to tell us a bit about your legal issue, ask any questions you have and decide whether QualitySolicitors feels right for you. No question is too stupid and it is all completely without obligation. At QualitySolicitors, there is no need to worry about being charged the moment you step through the door!

2. Same-day response

You're busy. You don't want to wait around for days for someone to get in touch or update you on your case. Call or email us and you'll get a response the very same day.

3. No hidden costs

Using QualitySolicitors personal injury specialists won't cost you anything – whether you win or lose. Win, and your costs are paid by the other side and we don't take any of your compensation. Lose and a special insurance product will ensure all your costs are covered. All this allows you the peace of mind to use our experts without worrying about the expense.

4. Direct lawyer contact

If you instruct us you will want to speak with the actual lawyer running your case. Just pick up the phone. At QualitySolicitors you will not be left feeling fobbed off or having to press 1 for customer service, 2 for accounts, 3 for ...ZZZZZ...



Am I entitled to compensation?

Our job is to work with you to prove that your injury was someone else's fault. Even if the injury was partly your own fault we still should be able to recover compensation for you.

Your claim can cover compensation for the injury itself as well as loss of income or other losses and expenses. Our specialist lawyers will ensure you can claim for future expenses too.

The usual rule is that with adults the injury must have been within the last three years but children have until their 21st birthday to claim. However, shorter time limits can apply e.g. if the injury was abroad or in the air or at sea - **so it is important that you take early advice.**



What type of accidents are covered?

QualitySolicitors have specialist lawyers who have been successful in recovering millions of pounds of compensation for clients. Our winning team have succeeded with just about every type of accident, where they have been able to show that somebody else was to blame. These include:

- Animals Causing Injury
- Bicycle/Cycle Injury Claims
- Criminal Injury Compensation Claims eg assaults
- Defective Products
- Fatal Injuries (including Inquest representation)
- Hit and Run Injury Claims
- Industrial Disease
- Life Changing Injuries (with rehabilitation support)
- Motorbike Injury cases
- Pavement Trips and Slips
- Pedestrians Injured by a Vehicle
- Road Traffic Collisions
- School Injuries and Accidents
- Work Place Injuries
- Wrongful Death Claims



Expert Support

With QualitySolicitors you get lawyers who care about their clients and the results we get for them. By offering a local service we can see clients and develop a proper understanding of what they have gone through. This means we can ensure our clients receive all the help and support they need.

But with us, it is not just about winning compensation. It is also about ensuring our clients receive justice for a needless injury that should have been avoided.

With life-changing injuries we have the backup and expertise to ensure our clients receive the rehabilitation and treatment they need to make the best possible recovery from their injuries, together with the equipment they need to help them now and for the future.

Where the actions of others result in death we have specialists in bringing fatal injury claims for the wrongful death. They will support the family through the legal maze that follows a sudden and unexpected death.



Isn't it wrong to claim compensation?

The news is often filled with stories about the 'compensation culture' which is usually led by insurance companies wanting to discourage claims. The simple reality is that if you have suffered an injury you will have gone through pain, inconvenience and financial loss. Where it is somebody else's fault, the law is there to protect you. The law provides you with legally regulated compensation for what was a needless injury caused by the actions of someone else. So you shouldn't feel bad for receiving what you are entitled to.



Don't my insurers sort everything out?

With road traffic collisions the motor insurance company (either yours or the one representing the driver responsible) will often try to make it seem that you have no choice but to let them handle the claim for you. Sometimes they will even use pressure tactics to offer a small payment to "pay you off".

You have a legal right to choose your own lawyer. If you have any concerns just pass them on to us and we will deal with them on your behalf – all part of our service to you. If you use QualitySolicitors, we will advise you on what is best for you and not what is best for your insurance company. That independence is extremely important.

"Thank you so much for your help in getting my claim settled. I have really appreciated your calm approach, loyalty and laughter!"



Isn't it easier to use the insurer's law firm?

That may mean that the law firm most desperate to pay for the work, and not the one who has the most expertise, could end up dealing with your case. The insurance companies often get paid hundreds of pounds to pass on your claim to a law firm they deal with.

These insurance-company law firms are often hundreds of miles away – so little chance of a face-to-face meeting. We regularly hear horror stories caused by unqualified people dealing with a caseload that is far too high to provide a personal service.

Worse, they might also be under pressure to make sure they get paid and sometimes lawyers “under-settle” claims – and you get less compensation that you should have.



What if my claim is against my employer?

If the person responsible for your injury is a colleague at work or your employer, you may worry about the consequences of bringing a claim.

However, your employer is forbidden by law from holding your claim against you in any way. If you felt that was happening you should discuss this with your lawyer who will put you in touch with one of our Employment Law specialists. At QualitySolicitors we see this as part of our comprehensive service to you. The reality is that your employer will have insurance in place to cover claims and so it isn't likely to impact on them directly.



Why QualitySolicitors?

We believe no-one in the entire legal market is more passionate than us about providing the very highest levels of customer service. Our specialist lawyers understand that their legal expertise is just half of the equation and that taking care to ensure the service they provide is as good as their legal ability is equally important.

QualitySolicitors lawyers are specialists in their area of expertise – giving you the best chance of getting the outcome you want. You'll be provided with the highest level of service, from start to finish. We'll keep you informed and updated throughout your case and by whatever method suits you best – phone, email, text and even the occasional old-fashioned letter! You will never be left in the dark (thanks to our 'Same Day Response') or be made to feel like your requests for updates are an inconvenience. We'll make sure you always know what's happening and explain things in a straightforward way, not overload you with legal jargon. With QualitySolicitors that's exactly how things will be done: plain English and good communication.

Ok. Sounds good but what will it cost?

All QualitySolicitors offer a Free First Consultation. The legal assistant helping you will then arrange a call back (at a time convenient to you) from a lawyer with the relevant specialist knowledge.

This means you get the very best possible service and independent expert lawyers. Our unrivalled network of offices means we can also see you locally. All of which is far better than using lawyers appointed by your insurers or a claims company.

Ok. I want to use QualitySolicitors. How do I do it?

Simple. Just call into your nearest QualitySolicitors, go online or give us a call and we'll take care of everything, including notifying your insurance company that we are dealing with your claim.

How much compensation am I entitled to?

Obviously, this depends upon the nature of your injury and what other financial loss you have suffered. Contact us today for a free 5-minute Compensation Assessment or, for a more general guide, try our online tool:

<http://www.qsclaims.com/accident-claims/whats-my-claim-worth.html>

What exactly happens with my claim?

We will contact the person or organisation responsible for your injuries setting out why they are considered responsible and provide details of the claim. Usually we just deal with their insurance company or appointed solicitors. We will work with you to compile a comprehensive list of your losses and expenses (including likely future costs). Next we will arrange a medical report as expert evidence to prove the injury you have suffered.

In many cases we will then be able to negotiate compensation without you having to go to court. If it is necessary to go to court, a judge will set down a timetable for the case. We will help you every step of the way preparing the evidence needed to support your claim. We will continue to negotiate all the time to try to get the other side to agree to pay the compensation we consider you to be entitled to. If they are not prepared to be reasonable we will support you through a final hearing in front of a judge who will have to decide:

- (a) who is responsible for causing the accident **and**
- (b) how much compensation you are entitled to for the injuries and losses that resulted from the accident.

I have more questions!

Call your local QualitySolicitors – they'll be only too happy to answer any other questions about the whole process and you can even make a no obligation free first consultation to talk over your options.

Ok. I'm sold – I definitely want QualitySolicitors' expert lawyers for my claim. What now?

Just phone or call into your local QualitySolicitors, give us a call or visit us online and we will get things started for you. If you have any questions, we'll be only too happy to chat whether you prefer by phone or in person. We think it's really important you find a law firm you are comfortable with, so call your local QualitySolicitors to arrange a meeting with no obligation and no fear of hidden charges.







QualitySolicitors

www.qualitysolicitors.com

0845 50 50 025






For further information contact us on:

Telephone 0845 50 50 025

Email info@qualitysolicitors.com

Website www.qualitysolicitors.com

 www.twitter.com/Qual_Solicitors

 [QualitySolicitors](https://www.facebook.com/QualitySolicitors)