



I'm having

Problems at Work

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’s 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!”

A stylized, handwritten signature in white ink, appearing to read 'Craig Holt'.

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?

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' employment lawyers are amongst the best in the UK, experienced in getting you the best outcome. ...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

With QualitySolicitors you will always be kept informed of any charges in a clear and easily understandable way right from the outset. From our popular "Ask the Legal Expert" fixed price legal consultation to many of our other legal services, we also offer a wide range of fixed fee services. With this promise, we can ensure there are no nasty surprises when it comes to any fees.

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 ...zzzzzz...



Why should I use 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 from your problem at work. You'll receive the very best customer service. 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 know that you want to know what's happening and be able to discuss practical, strategic outcomes, not be overloaded with legal jargon. With QualitySolicitors that's exactly how things will be done: plain English and good communication.



How do I deal with my problem at work?

Employment Law can be very complicated and covers a range of areas. The first step is for us to find out exactly what the problem is and, most importantly, what you are aiming to achieve. We want to know what is the ideal result for you? Perhaps it is compensation or an apology?

We start this fact finding process at your **Free First Consultation** (either on the phone or at the office). We know that taking this first step can be difficult, so one of our friendly legal assistants will help take you through the information we need and provide you with more information about QualitySolicitors. This is your chance to ask any questions you want and address any worries you might have. The legal assistant can also direct you to the Fact Finder Form online if you prefer. We find this starting point often helps clients clarify what the problem is and what they hope to achieve. We make no charge for this and it is without obligation.

Having gone through these initial questions, the legal assistant will arrange for a specialist lawyer to call you back to help you decide on the next steps, all without charge and with no obligation.



Employment Tribunal

This is a special type of court dealing with employment issues. A lawyer will chair it with up to two independent people (who have relevant employment law experience). They will decide on the merits of the case and whether you are entitled to compensation. We will prepare everything for this Tribunal and will ensure you have expert representation to give you the best chance of a successful outcome.



Work Procedures

Your employer may have specific procedures that have to be followed. It's often best to bring a complaint to your employer before making a claim. If you don't, you could face a reduction in any compensation. We will help you negotiate with your employer to see if an outcome you are happy with can be reached without having to go to an Employment Tribunal – we can help you agree terms in what is called a 'Compromise Agreement'.

Different claims have different time limits as to when you should issue a claim in the Employment Tribunal. Again, to be safe, act quickly and contact QualitySolicitors. We can advise on time limits and what you should do to protect your position.



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.

The Free First Consultation (which you may prefer to go through yourself online) is the process by which we help you identify the important issues and your aims. This includes booking your follow-up call with one of our expert lawyers.

This is at no cost and with no obligation and enables you to find out which of our services is best for you:

- It might be that your circumstances are best suited to a fixed price **"Ask the Legal Expert"** session for general advice on your options.
- Alternatively, you might need specific fixed priced advice on a Compromise Agreement that you have been offered by your employer.
- Or it may be that you are ready to instruct a law firm to start a claim against your employer and will want to know the costs involved. It may be possible to progress your case on a 'no win, no fee' basis.



Could I get cheaper legal advice somewhere else?

Of course - although be wary of hidden costs. QualitySolicitors offer an excellent value service. But there is always a cheaper option for everything and legal services are no different. The quality of your lawyer can make all the difference to the final result, not to mention the service you receive along the way. If you want peace of mind when dealing with your problem at work - choose QualitySolicitors.



I have more questions!

To get the ball rolling call your local QualitySolicitors.

The first step is your **Free First Consultation**. This is with a friendly legal assistant who understands that taking this first step can be difficult. They will put you at ease and take your basic details together with essential information. They will also discuss with you what you are aiming to achieve. If you would prefer to set out this information yourself they will be able to direct you to our online 15 minute Fact Finder Form. This First Consultation is at no charge and with no obligation.

We will then arrange for you to be called back (at a time convenient to you) by one of our expert lawyers. At QualitySolicitors we think it is really important for you to find the lawyer that is right for you. This is your chance to find out more. The lawyer calling you back will be only too happy to answer any questions you have about the process, our service and legal costs. Again we make no charge for this and it is entirely without obligation - as we want our clients to be happy with their choice of lawyer.



Ask the Legal Expert Session.

It may be that you are not yet ready to instruct solicitors to start the legal process. Instead you may be at the stage where you would like a one-off meeting with a specialist lawyer to obtain general advice on where you stand, the options open to you and, in general terms, what the likely outcome would be.

We offer this popular service of a focused 45 minutes with a specialist lawyer for a special fixed price. If it sounds as though this is the service that is right for you the lawyer will give you more details when calling you back.



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

Just phone or call into your local QualitySolicitors or visit us on-line so that we can get things started for you with your **Free First Consultation**.



QualitySolicitors

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