RÖDL

# LEGAL SERVICES & FEES

## 1 Overview

1.1 As of December 2018, the Solicitors Regulation Authority (SRA) has ruled that all regulated law firms should adhere to their Transparency Rules, which are aimed at improving public access to legal services by making sure more easy-to-understand information on legal service providers is readily available to consumers.

## 2 Services & Fees

2.1 Our charges are based on set hourly rates as below, including secretarial time, or a fixed fee. Any changes in our charging rates will be notified to you in advance. In addition, we will charge you for any expenses we incur on your behalf ("disbursements"), such as travel costs, counsels' fees, and agents' charges.

2.2 On request and when possible, we will give you an estimate for each new matter which you refer to us. If this estimate should become inaccurate, we will inform you of this in a timely manner. We will provide you with regular updates on our costs as each matter progresses.

2.3 Our charges will be calculated by reference to the time spent by the fee earners and other executive staff who may deal with this matter. This includes (but is not limited to) advising, attending on you and others, dealing with papers, correspondence, telephone calls, travelling and waiting time. The time is charged in 6-minute units.

2.4 The hourly charge rates for team members are as follows:

- Partner: £520
- Associate Partner: £450
- Manager: £395
- Senior Associate: £375
- Associate/Solicitor: £330
- Trainee Solicitor: £230
- Paralegal: £135
- Other: £75

2.5 The above rates do not include VAT, disbursements and administrative charges (such as charges for photocopying and for certain methods of transferring money). These will be added to our invoice where appropriate.

2.6 The charge out rates are periodically reviewed and, if your matter has not been concluded when the next review takes place, we shall let you know the new rates which apply to work done from then as soon as they have been set.

2.7 Value Added Tax (VAT) will be added to our costs and disbursements, where applicable, at the appropriate rate (currently 20%).

## 3 Disbursements

3.1 The following are examples of the kinds of disbursements that may be incurred by us in relation to a matter:

- Company search fees
- Companies House registration fees
- Experts' fees
- Travelling expenses

3.2 We will advise you of disbursements as and when they arise, and at the outset of any particular matter, we will attempt to advise you of any disbursements that may be incurred.

# 4 Complaints

4.1 Please tell us if you are not happy with any aspect of the service you receive or an invoice that you have received. We would ask you initially to raise any queries or concerns about our work for you with the lawyer responsible for the day-to-day handling of your work or their supervising partner. Either of these persons will do their best to resolve any problems quickly and to your satisfaction.

4.2 If they are unable to do so, however, or if you would prefer to speak to someone else about it, then please contact the office on +44 (0) 121 827 4900; by email to legal.uk@roedl.com; or by post to Roedl Legal Limited, 170 Edmund Street, Birmingham B3 2HB, United Kingdom. A copy of our complaints procedure is available on request.

4.3 In the event that you are not satisfied with the firm's response, the Legal Ombudsman can help you if we are unable to resolve your complaint ourselves. They will look at your complaint independently and it will not affect how we handle your case.

4.4 Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have, then you may take your complaint to the Legal Ombudsman. 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. The time limits for the Legal Ombudsman's scheme are:

- no later than one year from the date of act/omission being complained about; or
- no later than one year from when you should have realised that there was cause for complaint.

4.5 If you would like more information about the Legal Ombudsman, please contact them. The contact details for the Legal Ombudsman are:

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| Telephone: | 0300 555 0333 (within the UK) or +44 121 245 3050 (international) |
| Email: | enquiries@legalombudsman.org.uk |
| Address: | Legal Ombudsman<br>PO Box 6167<br>Slough SL1 0EH<br>United Kingdom |
| Web: | www.legalombudsman.org.uk |

4.6 The Legal Ombudsman deals with service issues. If you are concerned about our conduct or behaviour rather than our service, your complaint should be addressed to the Solicitors Regulation Authority (see 4.8 below).

4.7 You may also be able to object to our bill by applying to the Court for an assessment under Part III of the Solicitors Act 1974. If you exercise this right, you would be prevented from making a complaint to the Legal Ombudsman. In addition, if you apply to the Court for an assessment and if all or part of the bill remains unpaid at the end of that assessment, we are entitled to charge interest. There are strict time limits that apply to this process, and you may wish to seek independent legal advice.

4.8 The Firm is subject to the regulation of the Solicitors Regulation Authority (SRA number: 520577) (https://www.sra.org.uk/solicitors/standards-regulations/). You can also contact the SRA by post to Solicitors Regulation Authority, The Cube, 199 Wharfside Street, Birmingham B1 1RN; or by calling their contact centre on 0370 606 2555 (within the UK) or +44 (0)121 820 2250 (international); or by email to contactcentre@sra.org.uk.