Don't Pay to be Listened To.
Get Answers First.

You shouldn't have to pay an initial fee to a law firm before they know if they are qualified to advise you on your legal matter.

Competence comes before payment.
Transparency comes before trust.

THE PROBLEM
UNFAIR INITIAL FEES

Some law firms charge an "initial consultation fee" just to listen to your situation.
Only afterwards do they tell you:

- They are not qualified in that area of law
- They do not handle that type of case
- They cannot act for you
- They are not the right firm to help

You've already paid.
You've wasted time. You may have missed deadlines.
You have been treated unfairly.

THIS ISN'T JUST POOR SERVICE.
IT CAN BE UNFAIR AND UNLAWFUL.

Taking payment before basic questions are answered may breach:

Consumer Protection from Unfair Trading Regulations 2008
Misleading omissions and unfair commercial practices

SRA Principles
Honesty, integrity and public trust

SRA Code of Conduct
Transparency and proper standards

Better Business Practice
Treat customers fairly and honestly

ANSWER THESE QUESTIONS BEFORE ANY FEE IS TAKEN

1. SCOPE
Do you handle this area of law?

2. JURISDICTION
Can you act in this jurisdiction and for this type of case?

3. COMPETENCE
Are you qualified and experienced in this specific area?

4. CAPACITY
Do you have the time and resources to take this on?

5. COST & SCOPE
What exactly does the fee include and what will I receive?

6. REFUND POLICY
If you cannot act after reviewing the basics, will the fee be refunded?

If a firm won't answer these questions before taking your money, it's a red flag.

WHAT YOU CAN DO

1 ASK FIRST
Ask the key questions above in writing before agreeing to any fee.

2 GET IT IN WRITING
Keep records of what they say, charge, and promise to deliver.

3 RAISE A COMPLAINT
Complain to the firm first. If unresolved, escalate.

4 REPORT IT
Report serious concerns to the regulator or Citizens Advice.

WHO CAN YOU REPORT TO?

SRA SOLICITORS REGULATION AUTHORITY
Regulates solicitors and law firms in England and Wales.

BSB BAR STANDARDS BOARD
Regulates barristers and barristers' chambers.

Legal Ombudsman
Independent complaints body for legal service consumers.

citizens advice
Free, independent advice and support for consumers. They can refer to Trading Standards if needed.

Trading Standards
Enforces consumer law and tackles unfair business practices.

YOU HAVE THE RIGHT TO TRANSPARENCY, COMPETENCE AND FAIR TREATMENT.
Don't pay for uncertainty. Demand answers. Hold firms to account.