

The Client Journey

The Student Law Office provides free legal advice to members of the public. Each case is run by third year law students who are closely supervised by qualified solicitors. There are no legal costs payable by you the client, the only thing you may have to pay for would be third party costs such as court fees, but we would advise you of that prior to incurring them. The client should engage with the Student Law Office in the following ways:

Step 1:

Contact the Student Law Office with details of your legal problem. You can either phone, email or use the contact us form.

Step 2:

You will receive a response from the Student Law Office advising of a timescale that someone will get back to you.

Step 3:

The case is reviewed by the supervising solicitor and either allocated to students or you will be informed within 10 days if the case is not suitable for the Student Law Office to take on. We are unable to take cases that are too urgent, complex or if we do not specialise in that particular area of law.

Step 4:

If your case is taken on the students will contact you to arrange an initial interview, where you come into the office to meet with the students and give them all the relevant information and documentation relating to your case.

Step 5:

Within 2 weeks the students will let you know whether your case can be taken on. If it can, you will receive a formal client care letter setting out the scope of the legal work that we are able to do for you.

Step 6:

The students will carry out legal research into your case and provide you with written and/or oral legal advice about your issue. It may then be that there is further legal assistance required such as help with court proceedings or drafting letters to the other side. If this is something we can assist with we will let you know and extend our retainer.