

SRA Transparency Rules and Pricing Information

We are required by the Solicitors Regulatory Authority Transparency Rules to provide information about price, service and regulatory matters for certain areas of our work; specifically:

- motoring offences;
- immigration applications (excluding asylum applications);
- debt recovery (up to £100,000); and
- employment tribunal work.

Costs information

Except where we have agreed otherwise with the client, our fees will be based on the time spent dealing with a matter according to our hourly rates. Hourly rates range between £175 to £300 for these types of work depending on the experience and seniority of the fee earner dealing with the case.

The above fees are in addition to VAT which will be charged at the applicable rate from time to time, currently 20%.

Other factors may also affect our fees including, for example, complexity, value and urgency of the matter. The amount of time spent on a case will also be influenced by the manner in which the client responds to our requests for information. The timely provision of details / documents requested and up to date information will help us to spend less time on the matter.

To confirm, more detailed costs information and estimates of fees will be included in the client's letter of engagement where possible.

Please note, that if the matter becomes more complex or protracted then this will incur further cost which will be discussed with the client in advance of this work being undertaken.

Motoring Offences

Motoring Offences including Speeding, Drink Driving, Careless Driving and Failure to Provide Information offences:

Assumptions	Key Stages and Work Included in Fee Estimate	Work Not Included in Fee Estimate	Indicative Fee Estimate	Centrefield Staff
That there is a hearing date scheduled at which the client will be attending.	<i>Consultation</i> Considering evidence; Taking instructions.	Requests for adjournments and permission for the hearing to be heard in the client's absence.	£500 - £1,500 plus VAT	Edward Canty Partner Admitted: September 2001
That there will be an uncontested guilty plea.	<i>Advice</i> Providing advice on the process	Instruction of any expert witnesses.		Sarah Athi Senior Associate Admitted: September 2010 Polly Egan Associate

That there will be no plea in mitigation or special reasons arguments advanced.	and likely outcomes. Hearing Instructing Counsel and liaising with them, the Court and the client regarding arrangements for, and the outcome of, the hearing, including arranging an interpreter if required.	Taking witness statements. Advice or assistance in relation to any appeal.		Admitted: September 2017 Penri Jones Associate Admitted: October 2018 Thomas Simpson Associate Admitted: March 2019
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Unfortunately, we cannot provide a timescale of when the hearing will take place, as this will depend entirely on when the matter is listed for a hearing by the relevant Court.

Disbursements

The above fee estimate does not include disbursements, which are costs related to the matter that are payable to third parties (such as Counsel) and are therefore payable in addition to our own fees. Counsel's fees for these types of matters are usually in the region of £500-£1,000 plus VAT.

Costs for Counsel will however vary depending on the experience of the advocate and the complexity of the case. However, prior to any disbursements being incurred with Counsel, this firm's practice is to: (i) obtain a fee estimate for Counsel; (ii) discuss that fee estimate with the client; and (iii) obtain the client's permission for Counsel's fees to be incurred.

Please note that there may be other disbursements in the course of a matter which, where possible, will be discussed with the client before being incurred.

The above fees are in addition to VAT.

Immigration Applications

Immigration applications including visit and work visas under the Points Based System categories, Leave to Remain applications, naturalisation and registration applications, applications for EEA nationals, and family member applications.

Assumptions	Key Stages and Work Included in Fee Estimate	Work Not Included in Fee Estimate	Indicative Fee Estimate	Centrefield Staff
There is sufficient evidence at	Attending on the client and taking the	Advising on and preparation of complex immigration applications	£1,000 - £3,500 plus VAT.	Stuart Baird Partner Admitted:

<p>the outset for us to establish the client's eligibility for leave in the UK.</p> <p>That the client will be completing the application form themselves or provide all the information required for us to complete the necessary forms.</p> <p>That the client will collate and provide all of the supporting documents required for the application.</p>	<p>client's instructions.</p> <p>Review of background information and supporting evidence.</p> <p>Advising on the eligibility for the visa and requirements for that immigration application and any dependents to be included on the same application form.</p> <p>Advising on the terms of the immigration application.</p> <p>Advising on the process for the immigration application and the supporting documents required.</p> <p>Advising on current processing times for applications.</p> <p>Completing the visa or immigration application if required.</p>	<p>in light of previous immigration refusals.</p> <p>Preparation of supporting documents such as drafting letters.</p> <p>Advising on appeals of immigration decisions.</p> <p>Attendance by us at an application centre.</p> <p>Separate applications for family members.</p> <p>The Home Office fees for the application – details of which can be found at the following link: https://www.gov.uk/visa-fees.</p>		<p>September 2005</p> <p>Sarah Athi Senior Associate (As above)</p> <p>Jennifer Norris Senior Associate Admitted: October 2014</p> <p>Polly Egan Associate (As above)</p> <p>Penri Jones Associate (As above)</p> <p>Thomas Simpson Associate (As above)</p>
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	Advising on timelines and the outcome of the application.			
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The costs of immigration applications will vary depending on the circumstances of the case. Variables will include the amount of supporting evidence provided and its relevance to the case, whether the client is applying with dependents and whether an interpreter or a translator will be required which will come with an additional cost. Any additional costs in this regard will be discussed with the client before being incurred and we can provide the client with a more accurate estimate once we have more information about the specifics of the case.

Timescales for immigration matters will depend upon the time it takes for UK Visa and Immigration to process the immigration application and the earliest date on which an applicant can attend an appointment at a visa application centre. Details on UKVI's estimated processing times can be found at <https://www.gov.uk/visa-processing-times>.

Disbursements

The above fee estimate does not include disbursements which are costs related to the matter that are payable to third parties (such as Counsel or UKVI fees) and are therefore payable in addition to our own fees. Please note that there may be other disbursements in the course of a matter which, where possible, will be discussed with the client before being incurred.

If required, costs for Counsel will vary depending on the experience of the advocate and the complexity of the case. However, prior to any disbursements being incurred with Counsel, this firm's practice is to: (i) obtain a fee estimate for Counsel; (ii) discuss that fee estimate with the client; and (iii) obtain the client's permission for Counsel's fees to be incurred.

The above fees are in addition to VAT.

Debt Recovery (Up to £100,000)

The recovery of undisputed debts from companies via the commencement of civil proceedings in the County Court (not including proceeding issued through the County Court Business Centre or Money Claim Online service).

Assumptions	Key Stages and Work Included in Fee Estimate	Work Not Included in Fee Estimate	Indicative Fee Estimate	Centrefield Staff
<p>The debt is undisputed and does not lead to contentious court proceedings.</p> <p>The debt is owed by a UK company to another UK company/an individual.</p>	<p>Pre-action</p> <p>Taking the client's instructions and reviewing documentation.</p> <p>Drafting a letter before action to the debtor.</p>	<p>Any work related to contentious court proceedings (e.g. attendance at hearings, draft of witness statements).</p> <p>Undertaking enforcement action to</p>	<p><u>Debt of up to £5,000</u></p> <p>Court fee – between £35 to £205 (depending on the value of the debt)</p> <p>Judgment in default application fee -</p>	<p>Matthew Bennett Partner Admitted: September 2001</p> <p>Stuart Baird Partner (As above)</p> <p>Phil Bonner Senior Associate</p>

<p>That the client will collate and provide all of the supporting documents required to draft the letter before action and, if necessary, commence proceedings.</p>	<p>If the debt is paid, receiving payment, where appropriate, and sending it to the client.</p> <p><i>Commencing proceedings</i></p> <p>Drafting and issuing proceedings in the County Court or High Court.</p> <p>If an Acknowledgment of Service is not received, applying to Court to enter judgment in default.</p> <p>When judgment in default is received, writing to the other side to request payment.</p> <p>If payment is not received within 21 days, providing the client with preliminary advice on next steps and the likely costs of enforcement.</p>	<p>recover any debt, including bailiff fees.</p> <p>Commencing winding up petitions against the debtor company.</p>	<p>£255 (MO) currently proposing to increase this fee to £275)</p> <p>Our fees: £500 - £1,500 plus VAT</p> <p><u>Debt of up to £5,001 - £10,000</u></p> <p>Court fee - £455</p> <p>Judgment in default application fee - £255 (MO) currently proposing to increase this fee to £275)</p> <p>Our fees: £1,000 - £3,000 plus VAT</p> <p><u>Debt of up to £10,001 - £100,000</u></p> <p>Court fee – 5% of value of the debt (e.g. debt of £150,000 would incur a fee of £7,500)</p> <p>Judgment in default application fee - £255 (MO) currently proposing to increase this fee to £275)</p> <p>Our fees: £3,000 - £6,000 plus VAT</p> <p>Please note that there may be</p>	<p>Admitted: September 2013</p> <p>Polly Egan Associate (As above)</p> <p>Penri Jones Associate (As above)</p> <p>Thomas Simpson Associate (As above)</p>
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			other disbursements in the course of a matter which, where possible, will be discussed with the client before being incurred – see further below.	
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Debt recovery matters typically take between 3 to 30 weeks, depending on whether an undisputed debt is paid at the pre-action stage or whether a judgment in default has to be obtained against the debtor. We cannot, however, provide precise timescales as, if court proceedings have to be commenced, the length of time take to resolve the matter will be heavily dependent upon how quickly the court proceeds with issuing the proceedings and (if necessary) granting judgment in default.

Please note that: (i) if the other party disputes the debt at any point; and/or (ii) if the matter becomes more complex or protracted, then this will incur further costs which will be discussed with the client in advance of this work being undertaken as highlighted above.

In addition, whilst this will be discussed in more detail with the client at the time of the instruction, there is no guarantee that any/all of our legal costs can be recovered from the debtor.

Disbursements

The above fee estimates do not include disbursements, (save for the applicable court fees) which are costs related to the matter that are payable to third parties (such as Counsel) and are therefore payable in addition to our own fees. Please note that there may be other disbursements in the course of a matter which, where possible, will be discussed with the client before being incurred.

Costs for Counsel will vary depending on the experience of the advocate and the complexity of the claim. However, prior to any disbursements being incurred with Counsel, this firm’s practice is to: (i) obtain a fee estimate for Counsel; (ii) discuss that fee estimate with the client; and (iii) obtain the client’s permission for Counsel’s fees to be incurred. For a Hearing,

The above fees are in addition to VAT.

Employment Tribunal Work (Claims for unfair or wrongful dismissal)

Given the fact-sensitive nature of unfair or wrongful dismissal claims, it is difficult to provide a definitive ‘total cost’ of our services for commencing or defending a claim for unfair or wrongful dismissal. Instead, we have provided a preliminary cost estimate for our services based on the complexity of the case and have banded these into three separate categories: ‘Simple complexity’, ‘Medium complexity’ and ‘High complexity’.

Degree of complexity and Fee estimate

Degree of complexity	Indicative Fee Estimate	Timescales	Hearing Length	Centrefield Staff
Simple case	£6,000 - £8,000 plus VAT	Generally between 8 to 10 months	1 day	Matthew Bennett (As above)
Medium complexity case	£8,000 - £12,000 plus VAT	Generally between 10 to 12 months	2-3 days	Stuart Baird (As above)
High complexity case	£12,000 - £18,000 plus VAT	Generally between 12 to 18 months	3 to 5 days	Helen Littlewood (Senior Associate) Admitted: September 2010
Very high complexity case	£18,000 - £30,000 plus VAT	Generally over 12 months	5 days or more	Phil Bonner (As above) Polly Egan (As above) Penri Jones Associate (As above) Thomas Simpson Associate (As above)

The above fees are in addition to VAT.

Factors that can make a claim more complex and will therefore impact upon legal costs include, but are not limited to, the following:

- Allegations of discrimination;
- If it is an automatic unfair dismissal claim (e.g. if the claimant has been dismissed after blowing the whistle on their employer);
- If it is necessary to make or defend preliminary applications in advance of the Final Hearing;
- The determination of complex preliminary issues such as whether a claimant is disabled (if this is not agreed by the parties);
- The number of witnesses and documents;
- The number of days required for the Final Hearing (e.g. is it a single day hearing or a multiple day hearing); and
- If one of the parties is a litigant in person.

The above costs are what we anticipate the costs to be. However, because no case is the same, we will discuss the estimate of our costs once we have carried out a detailed assessment of your case and will keep you updated if the estimate changes.

The time it takes from the receipt of the client’s initial instructions to the final resolution of the claim is largely influenced by the stage at which the matter is resolved. By way of example, if the claim is settled during early ACAS conciliation, the claim could be resolved within six weeks. However, if the claim proceeds all the way to a Final Hearing, the case could take up to 12 months (or more). Any appeals will increase the timeframes. It is, however, difficult to provide precise timescales, as the time taken to resolve the claim will be heavily dependent upon how quickly the Employment Tribunal is able to undertake administrative tasks relating to the dispute (i.e. dispatching the claim form, listing hearings) which is outside of our control.

Key stages

The estimated fees set out above cover all of the work in relation to the following key stages of a claim:

Key stages	Timescale guidance
Receiving initial instructions, reviewing the papers and advising on the merits and likely compensation (this is likely to be revisited throughout the claim and subject to change);	1 to 2 days (and throughout the case)
Entering into early ACAS conciliation;	4 to 6 weeks
Preparing the claim form or the response form;	2 to 4 weeks
Reviewing and advising on the claim form or the response form from the other party;	1 week
Exploring settlement;	1 to 2 weeks (and possibly throughout the case)
Preparing or considering a schedule of loss;	1 week
Preparing for (and attending) a Preliminary Hearing;	2 weeks
Drafting the list of documents, exchanging documents with the other party and agreeing a bundle of documents;	4 weeks
Considering any request for specific disclosure;	4 weeks
Drafting witness statements and speaking to the witnesses;	6 weeks

Preparing bundle of documents for the Final Hearing;	2 weeks
Reviewing and advising on the other party's witness statements;	2 weeks
Agreeing a list of issues / chronology and/or cast list;	1 week
Arranging and attending a conference with Counsel; and	1 to 2 days
Preparation and attendance at Final Hearing, including preparing instructions to Counsel and supporting Counsel throughout the Final Hearing.	4 weeks

For the avoidance of doubt, these estimated fees do not include this firm undertaking any of the advocacy at any Preliminary and/or Final Hearing(s). The cost of us attending the Hearing will also be in addition to these costs which will be based on our hourly charge out rate below.

Disbursements

The above fee estimates do not include disbursements, which are costs related to the matter that are payable to third parties (such as the Employment Tribunal and Counsel) and are therefore payable in addition to our own fees.

Costs for Counsel will vary depending on the experience of the advocate and the complexity of the claim. However, prior to any disbursements being incurred with Counsel, this firm's practice is to: (i) obtain a fee estimate for Counsel; (ii) discuss that fee estimate with the client; and (iii) obtain the client's permission for Counsel's fees to be incurred. Counsel's hourly charge out rates varies and is generally between £200 to £800 plus VAT per hour (and expenses). For a Hearing Counsel will generally charge a 'brief fee' which includes the preparation time and the first day of the hearing and then a 'refresher fee' which is for their attendance on subsequent days of the hearing. Their cost will depend on the length of the case, the complexities of the case, the number of documents and their seniority.

The above fees are in addition to VAT.

Client Complaints Policy

Centrefield LLP is a limited liability partnership, authorised and regulated by the Solicitors Regulation Authority (SRA number 622165) and registered in England and Wales under company number OC398472.

We are committed to providing a high-quality legal service to all our clients. If you are not happy with our service, please do not hesitate to contact us. This will help us to improve our service.

We would request that you raise any concern you may have, as soon as practicable, in the first instance with the relevant member of staff who is undertaking your work.

However, we accept that there may be occasions when the member of staff is unable to resolve your complaint or you may feel it is sufficiently serious that you want a more senior member of the firm to investigate this matter on your behalf.

If you have a complaint which you feel has not been dealt with satisfactorily by the member of staff concerned, please contact any partner of our firm (our partner's contact details are available on our firm's website or alternatively please ask the relevant member of staff with whom you have been dealing, to provide you with these details). If you wish to speak to any other partner of our firm at any time, please ask for the relevant contact details to be provided to you.

How we deal with complaints?

1. We will send you a letter or an email acknowledging receipt of your complaint normally within five working days of receiving it, enclosing/attaching a copy of this procedure.
2. The client relationship partner (CRM) assigned to you when you or (where applicable) your organisation became a client of the firm, will then investigate your complaint with the relevant fee earner (where applicable). This will normally involve a review of your matter file and a discussion with the member of staff who acted for you and may involve asking you to give further information regarding your complaint.
3. The CRM will consider whether the matter can be dealt with more informally, for example, by correspondence or telephone, or whether a meeting with you is required. If so, we will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this normally within ten working days of sending you the acknowledgement letter/email. However the nature of complaints may vary in complexity and dealing with your particular complaint may take longer in which case we will give you our anticipated response time.
4. When the CRM writes to you with the response to your complaint, the CRM will seek to provide you with a suitable response setting out the firm's final position on your complaint.
5. If for any reason, we have to change any of the timescales set out above, we will let you know as soon as possible and explain why.
6. If you are still not satisfied, you may be able to complain to the Legal Ombudsman. The Legal Ombudsman will normally only deal with complaints from members of the public, small businesses, charities, clubs and trusts. Please contact the Legal Ombudsman direct to clarify whether the Legal Ombudsman office will consider your complaint. Your complaint must be normally made to the Legal Ombudsman within six months of you receiving our final decision on your complaint and no more than six years from the date of act/omission or no more than three years from when you should reasonably have known there was cause for complaint. You may contact the Legal Ombudsman at:

Office of the Legal Ombudsman
PO Box 6806, Wolverhampton
WV1 9WJ
Telephone: 0300 555 0333 between 9am to 5pm
Email: enquiries@legalombudsman.org.uk
Visit: www.legalombudsman.org.uk

7. In addition, the Solicitors Regulation Authority can help you if you are concerned about our behaviour. This could be for things like dishonesty, taking or losing your money or treating you unfairly because of your age, a disability or other characteristic. Please see further: www.sra.org.uk.