

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 – General Provisions

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 £200 to £475 for these types of work depending on the experience and seniority of the fee earner dealing with the case. These fees are in addition to VAT which will be charged at the applicable rate from time to time, currently 20%.

The estimated fees represent the average range of costs that we usually expect to incur for the types of cases listed below. Please note, however, that the extent of the fees will vary considerably from case to case and can be higher than set out below, depending on a number of different factors which can increase the workload and complexity involved in a case. 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. We shall keep the client informed about costs and shall let them know if it is likely that our costs for a particular claim will exceed the range set out above.

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.

The fee estimates listed do not include disbursements (save for where explicitly stated otherwise). These 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. Prior to any disbursements being incurred, this firm's practice is to (where possible): (i) obtain a fee estimate for that disbursement; (ii) discuss that fee estimate with the client; and (iii) obtain the client's permission for the fees to be incurred.

For example, 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 aims 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 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.

It is also this firm's practice to request fees on account of disbursements to enable us to pay third parties promptly for their goods/services.

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
<p>That there is a hearing date scheduled at which the client will be attending.</p> <p>That there will be an uncontested guilty plea.</p> <p>That there will be no plea in mitigation or special reasons arguments advanced.</p>	<p>Consultation</p> <p>Considering evidence;</p> <p>Taking instructions.</p> <p>Advice</p> <p>Providing advice on the process and likely outcomes.</p> <p>Hearing</p> <p>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.</p>	<p>Requests for adjournments and permission for the hearing to be heard in the client's absence.</p> <p>Instruction of any expert witnesses.</p> <p>Taking witness statements.</p> <p>Advice or assistance in relation to any appeal.</p>	<p>£1,500 - £2,500 plus VAT</p>	<p>Partner</p> <p>Legal Director</p> <p>Senior Associate</p> <p>Experience: Year of qualification varies from 2001 onwards</p>

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

Counsel's fees for these types of matters are usually in the region of £1,000-£2,500 plus VAT.

Immigration Applications

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

Assumptions	Key Stages and Work Included in Fee Estimate	Work Not Included in Fee Estimate	Indicative Fee Estimate	Centrefield Staff
<p>There is sufficient evidence at 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>Attending on the client and taking the 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 dependants 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</p>	<p>Advising on and preparation of complex immigration applications 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>UK Visas and Immigration ('UKVI') fees for the application – details of which can be found at the following link: https://www.gov.uk/visa-fees.</p>	<p>£1,750 - £3,750 plus VAT.</p>	<p>Partner</p> <p>Legal Director</p> <p>Senior Associate</p> <p>Associate</p> <p>Experience: Year of qualification varies from 2005 onwards</p>

	<p>processing times for applications.</p> <p>Completing the visa or immigration application if required.</p> <p>Advising on timelines and the outcome of the application.</p>			
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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 dependants 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 UKVI to process the immigration application. Details on UKVI's estimated processing times can be found at <https://www.gov.uk/visa-processing-times>.

Disbursements

Please note that there will likely be disbursements for these types of cases such as UKVI visa application and appointment fees, which will vary in cost depending on the nature of the application.

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 proceedings 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</p>	<p><i>Pre-action</i></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, drafting of witness statements).</p>	<p><u>Debt of up to £10,000</u></p> <p>Court fee – between £35 to £455 (depending on the value of the debt)</p>	<p>Partner</p> <p>Senior Associate</p> <p>Experience: Year of qualification varies from 2005 onwards</p>

<p>company/an individual.</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 and the number of documents is proportionate.</p>	<p>If the debt is paid, receiving payment, where appropriate, and sending it to the client.</p> <p>Commencing proceedings</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/filing a request to Court seeking 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>Undertaking enforcement action to recover any debt, including bailiff fees.</p> <p>Commencing winding up petitions against the debtor company.</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 £100,000 would incur a fee of £5,000)</p> <p>Judgment in default application fee - £123 - £313 (assuming a request for default judgment cannot be filed where no fee is payable)</p> <p>Our fees: £1,500 - £12,000 plus VAT</p> <p>Once obtained we are happy to advise on the merits and costs of the various enforcement options available.</p> <p>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 – see further below.</p>	
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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 taken 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.

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	£30,000 - £50,000 plus VAT	Generally between 12 to 18 months	1 day	Partner Legal Director
Medium complexity case	£40,000 - £60,000 plus VAT	Generally between 18 to 24 months	2 to 3 days	Senior Associate Associate
High complexity case	£50,000 - £150,000 plus VAT	Generally between 18 to 36 months	3 to 5 days	Experience: Year of qualification varies from 2001 onwards
Very high complexity case	£100,000 - £200,000 (or more) plus VAT	Generally over 24 months, and often over 36 months	5 days or more	

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;
- If it is necessary to obtain expert opinions and evidence on aspects of the claim (such as to help determine the extent of any financial loss, or to provide expert medical evidence);
- 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 in general terms. However, because no case is the same, we will discuss the estimate of our costs once we have carried out a detailed assessment of the case and will keep the client 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 (and accordingly the full extent of the legal costs that will be incurred) 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 18 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 weeks (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 (subject to change depending on the number and complexity of the issues in the claim)

Reviewing and advising on the claim form or the response form from the other party;	1 week (subject to change depending on the number and complexity of the issues in the claim)
Exploring settlement;	1 to 2 weeks (and possibly throughout the case)
Preparing or considering a schedule of loss;	1 to 4 weeks (depending on complexity)
Preparing for (and attending) a Preliminary Hearing;	2 weeks for each Preliminary Hearing (noting that there may be multiple Preliminary Hearings during the course of a claim)
Drafting the list of documents, exchanging documents with the other party and agreeing a bundle of documents;	4 to 6 weeks
Considering any request for specific disclosure;	4 to 6 weeks
Drafting witness statements and speaking to the witnesses;	6 weeks (subject to change depending on the number of witnesses, and the number and complexity of the issues in the claim)
Preparing bundle of documents for the Final Hearing;	2 weeks
Reviewing and advising on the other party's witness statements;	2 to 4 weeks (subject to change depending on the number of witnesses, and the number and

	complexity of the issues in the claim)
Agreeing a list of issues / chronology and/or cast list;	1 to 2 weeks
Arranging and attending a conference with Counsel; and	1 to 2 days for each conference (noting that it may be necessary to hold multiple conferences with Counsel during the course of a claim)
Preparation and attendance at Final Hearing, including preparing instructions to Counsel and supporting Counsel throughout the Final Hearing.	4 to 6 weeks (subject to change depending on the number and complexity of the issues in the claim)

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 Hearings will also be in addition to these costs which will be based on our hourly charge out rate below.

Disbursements

Costs for Counsel varies and is generally between £200 to £800 plus VAT per hour (plus expenses).

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 alleged 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.