



TERMS OF BUSINESS

What You Can Expect from Us

WHO WE ARE

JustRight Scotland is an organisation established in April 2017 by an experienced group of human rights lawyers, working towards a new model of collaborative social justice. We aim to help individuals realise human rights and to reduce inequality by working together with other organisations to pool our expertise and resources.

We are in the process of registering our charity, JustRight Scotland, as a Scottish Charitable Incorporated Organisation (SCIO).

We will be providing legal services to you through our limited liability partnership, JustRight Scotland LLP (SO 305962). Any income that we make from providing legal services, after payment of outlays, will be donated by JustRight Scotland LLP to the SCIO, JustRight Scotland, once it is registered.

OUR SERVICE

We aim to:

- work with you to understand what help you would like from us;
- listen to your concerns and treat you with fairness and respect;
- give you high-quality advice and explain your options clearly, in a way that you understand;
- work quickly and efficiently, in a professional way;
- tell you about our progress regularly and also tell you about any likely delays; and
- get back to you quickly when you have a question.

Scotland's Legal Centre for Justice and Human Rights

JustRight Scotland is the trading name of JustRight Scotland LLP, a Limited Liability Partnership registered in Scotland (SO305962). We are also in the process of registering JustRight Scotland as a Scottish Charitable Incorporated Organisation (SCIO). Our Registered Office is: Suite 145, Central Chambers, 11 Bothwell Street, Glasgow, G2 6LY.

Suite 145, 2nd Floor
Central Chambers
11 Bothwell Street
Glasgow G2 6LY

T ▶ 0141 406 5350
F ▶ 0141 406 5351
W ▶ www.justrightscotland.org.uk
▶ @justrightscot

HOW WE WILL CONTACT YOU

We will discuss with you how you would prefer us to contact you: by letter, email, fax, phone or, if you prefer, through a professional who is working with you.

If your contact details change, please tell us as soon as possible.

CONFIDENTIALITY

We keep any information you give us confidential. We will not give this information to any other people or organisations unless you give us permission or we must do so by law.

IF YOU ARE NOT HAPPY WITH OUR SERVICE

If you are not happy with the quality of the service we have given you, please discuss your concerns first with the partner responsible for your work. If you are still not happy, or if you prefer to do so, please raise the matter with our Client Relations Partner, Kirsty Thomson on 0141 406 5353 or at kirsty@justrightscotland.org.uk. Kirsty will make sure that any complaint you make is fully investigated and that you get a detailed response, normally within 10 working days.

If your solicitor is Kirsty, then please make a complaint to our other Partner, Jen Ang, on 0141 406 5353 or at jen@justrightscotland.org.uk.

If you are still not satisfied, you have the right to take the matter up with the Scottish Legal Complaints Commission (SLCC) at The Stamp Office, 10-14 Waterloo Place, Edinburgh, EH1 3EG by ringing 0131 201 2130 or visiting their website <https://www.scottishlegalcomplaints.org.uk>. You must make your complaint to the SLCC within six months of the date of our final decision on your complaint.

WHAT WE ASK OF YOU

To help us deliver our best service to you, please:

- give us all relevant details of the work you want us to do for you;
- tell us about any changes or events important to your legal case when they happen;
- update us with your current address and contact details so that we can reach you quickly, especially if we have to meet important deadlines; and
- give us your instructions when we need them to move on with your work.

If you don't do this, your work may be delayed or it could affect your position (for example, if you miss a deadline you could lose your right to make a claim). We will not be responsible for anything that happens as a result of these delays, and we may have to stop working for you if we cannot get instructions from you.

WHO PAYS FOR OUR WORK ON YOUR BEHALF

Legal Aid

When we begin working for you, we will discuss with you whether or not you are eligible for legal aid from the Scottish Legal Aid Board (SLAB) in relation to the work you have asked us to do. If you are eligible for legal aid, and it is granted, you will not owe us any money for the work that we do for you.

Outlays

Outlays, also called disbursements, are necessary expenses that we must pay to other people or organisations on your behalf. These are charges for things such as expert reports, interpreters' fees and application fees.

Normally, we only pay outlays after we receive confirmation from SLAB that they will meet the cost of the outlay in a legal aid case. Again, you will not owe us any money for outlays that we make on your behalf if you are eligible for legal aid.

HOW WE USE YOUR PERSONAL INFORMATION

We will use the personal information you have given us to provide you with legal advice, and to keep a record of this. We may also use some of this information for research or to write reports, but would only do so anonymously, so that you cannot be identified. If we wish to use your personal information for any other purpose, we will contact you to explain this purpose, and ask for your permission.

Access to Information

You can ask to see what information we hold about you at any time, and you can ask us to delete this information if you wish.

OUR WORKING PRACTICES

Managing Our Files

We will store files relating to your work for as long as we think is reasonable, or as long as the law says is necessary, taking into account guidance from the Law Society of Scotland. We may hold your files at our offices, or at a secure storage facility elsewhere.

We use electronic scanning and archiving in respect of our files. This is done in accordance with guidance from the Law Society of Scotland.

As a result, your original documents will either be scanned and returned to you, or destroyed after we have scanned them. This may be immediately after we receive the documents, or at a later date. We do not operate a “buffer” system where originals are held for a period of time before they are destroyed and we assume you agree with this process unless you tell us otherwise.

We will only scan birth, marriage and death certificates for filing purposes only and scanned copies of these documents are never substitutes for the originals.

It is important that you understand that if there is a subsequent dispute or court case, an electronic copy of a document may not have the same status as an original document, and may be treated as having less evidential value. Therefore, if you have original documents that you do not wish to be destroyed, please discuss this with your solicitor. We will then arrange for these to be kept and returned to you at the end of your case.

If you, or another firm of solicitors, asks us for a paper copy of an electronic file, we may charge a fee for printing and postage costs.

Copyright

We own the copyright in any materials we produce for you. The advice we give and the documents we prepare are for your use only, and you must not allow anyone to copy or use them without our written permission.

RELEVANT LAWS AND REGULATIONS

These Terms of Business apply to all work that we do for you. They are attached to our Client Care Letter which also applies to any work that we agree to for you. Together these documents make up our contract with you.

Our contract is governed by Scots law. Any legal action relating to our contract may be brought in the country whose law applies, or in any other country whose courts may have authority under general law.

Alternative Dispute Resolution

We recognise that Alternative Dispute Resolution Regulations have implemented ADR/EDR Directive 2013/11/EU to promote alternative dispute resolution as a way of reaching a solution when clients are not happy with the service they have received. We have however chosen not to adopt an ADR process, and if you have any concerns about the services you receive from this firm you should contact our Client Relations Partner, Kirsty Thomson.

Anti-Money Laundering

Under UK anti-money-laundering law, we must:

- gather information about your identity and check that information;
- gather information about the identities of people who are related to you, if relevant, and possibly check that information; and
- continue to monitor the transaction and keep all the information up to date.

If we do not receive satisfactory evidence of your identity, we will not be able to work for you.

We also have a duty to report to the National Crime Agency (NCA) if we know or suspect that any funds or assets involved in a matter were made through criminal activity. This duty may take priority over our duty to keep your information confidential.

It is an offence to tell someone that a report has been filed to NCA and that they may be investigated. If we make a report to NCA, we cannot carry on with your work without NCA approval, and we will not be able to tell you the reason for this.

Anti-Bribery and Corruption

We are committed to the highest standards of professional behaviour in our business. We will not accept any form of bribery or corruption.

Conflicts of Interest

In most cases, we cannot act for you if your interests conflict with the interests of any of our clients, or of the firm itself. If we become aware of a conflict of interest or think

that one may arise, we will discuss with you about how we will proceed. Depending on the circumstances, we may decide that we have to stop acting as your solicitors.

Our Regulators

We are regulated by The Law Society of Scotland. You can contact the Law Society of Scotland on 0131 226 7411, at Atria One, 144 Morrison Street, Edinburgh, EH3 8EX or through their website <http://www.lawscot.org.uk>.

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