



Your Practical Guide to ... Finding a Personal Claims Solicitor

Before finding a solicitor make sure you are aware of the nature of your legal problem. If you find a solicitor who you think might be appropriate, verify his/her experience and skills in dealing with your type of case.

You could use internet directories to search for a solicitor, most of these directories describe the firm rather than an individual solicitor. However you can get details on individual solicitors from the [Law Society website](#). This site shows the area of expertise and experience of individual solicitors, and is searchable by location.

Once you have found a solicitor with relevant experience it can be a good idea to check whether he/she provides a free initial interview. This gives you the opportunity to talk to them and for you to judge whether they are a good choice.

Please specify any necessary services you may need when you make an appointment with the solicitor. For instance if you have any disability or you need an interpreter.

Before the initial interview, get together any significant letters, evidence, pictures or other papers regarding your legal matter. If you can't decide which are the most relevant, bring them all. Prepare a list of questions on the advice that you need and information that you want to know and bring it along to the meeting. During the initial interview, don't be afraid to ask all that you want to know. The solicitor is there to help you and work out the best interests for you. It is important to keep in mind that the legal advice you receive will be based on the accuracy and completeness of the information you provide to the solicitor.

Before you have instructed a solicitor to act for you, ensure you find out about the method she/he uses to charge for the service. Solicitors do not always charge a fixed price for a case. In fact, they more often charge according to the time they spend on the overall case or on a [no win, no fee basis](#). However, they should be able to advise you of the estimated cost and the expected time period your case will take.

Once you have appointed a solicitor it's also your duty to keep in touch with him/her. Do not hesitate to request a progress report by letter, phone or face to face. Any letters, new evidence, actions which might affect your case you should present to and discuss with your solicitor.

If you're dissatisfied with your present solicitor, speak to him/her first and explain your concern. Or you may want to try the firm's complaints procedure. Normally, this involves taking your complaint to a partner in the firm who will investigate your complaint.

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*If you would like to speak to one of our personal injury Solicitors for free legal advice, call us now on **Freephone: 0800 316 4434** or [click here](#) to make an online enquiry.*