

# Choosing a divorce and family lawyer

Help with making your choice

## Can you talk to them?

One of the main skills of an effective family lawyer is to be able to listen. It is important that you feel your thoughts, feelings and concerns have been heard by your lawyer. You need a lawyer who understands what you are trying to achieve and who is honest enough to tell you whether they think the outcome you are hoping for is possible.

You are likely to need to share some very personal details with your lawyer. It is important therefore that you feel you have the right kind of rapport to minimise any sense of embarrassment or emotional upset.

Your lawyer should explain the legal process in simple terms and avoid the use of jargon, or at the very least explain that jargon to you clearly, in plain English.

**At Woolley & Co our lawyers work hard to build rapport with clients, a measure of our success in this endeavour is the number of positive comments and recommendations we receive from clients.**



## Are they qualified to advise YOU?



You may think that this is obvious - if they are a lawyer they can help, can't they? Well, not necessarily.

After an initial period of training all lawyers tend to specialise. You need to appoint a lawyer who is a specialist in divorce and family law matters. You want someone who has immersed themselves in this area of the law, so that they know about all the latest case law and court procedures. A general legal practitioner is unlikely to have the depth of knowledge and experience needed.

**All Woolley & Co lawyers are very experienced in family law. We insist on at least five years post qualification experience. We only recruit lawyers working exclusively in the family law arena and we ensure all lawyers receive ongoing training and developmental support to make sure they are up to date with any changes in the law and legal procedures.**

# Do you understand costs?

Your lawyer should explain clearly how much it will cost for you to use their services, the likely total cost of your case including any additional fees (such as fees to the court) that you may have to pay. Where work can be clearly defined in advance (for example a divorce where both parties are in agreement) a fixed fee can often be agreed.

You should receive this information in writing once you have appointed a lawyer.

**At Woolley & Co we will normally explain the costs of our services in an initial telephone conversation, so that there are no nasty surprises. These costs will be detailed in our initial letter which will also confirm the work you have asked us to do. We were one of the first UK law firms to offer fixed fees for divorce.**



# Will you get the service you deserve?



Your case is important to you and you need to know it is important to your lawyer. They will, of course, have other clients but you want to be assured that your case will receive adequate attention.

You should feel that your case is progressing at an appropriate pace, taking account of delays which may be caused by the courts or other parties involved.

You should expect a response to any calls and emails to your lawyer swiftly and regular updates about your case.

**Woolley & Co operate to a Client Charter which includes a commitment to reply to all communications within 48 hours, be pro-active, approachable and responsive and answer your phone call to the firm personally whenever possible.**

# A personal note...

I do hope you will select Woolley & Co as your lawyers, and I would like to wish you well.

*Andrew Woolley*

**Andrew Woolley**  
Senior Partner  
Woolley & Co, Solicitors

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