

Brethertons BIG FAQs Series

Basic Information Gathering and Frequently Asked Questions on....

Communication

In our experience the importance of communication between client and solicitor cannot be overstated. The importance of listening to you and explaining your options to you clearly and effectively is paramount. Dealing with your case so that you do not need to worry about what is happening or will happen and so that you can concentrate on living your life rather than the claim underpins all that we do – and good communication is key.

Who will you be communicating with?

We pride ourselves on our reputation for, getting to know you and those closest to you so that you are confident and comfortable in speaking to any of us at any time. We have a niche and specialist practice and each of us in our small team will be aware of and involved in your case so that you will come to know us on first name terms.

What will we communicate with you about?

As litigators the focus is on securing as quickly as realistically possible the right sum of compensation. Inevitably that can be a lengthy process. We will communicate with you about what is going on in your world so that we can ensure that whatever we are doing on your behalf in the case fits in with that. We will keep you updated on what is happening in the case as often and in such detail as you consider works best for you. We will do all we can to make sure you are comfortable and confident about what is happening in your case and long before you feel the need to ask.

Why is communication important?

Good communication is essential. Without it we cannot know what you need us to do for you; you cannot know what options you might have or what to do next. It is such an obvious foundation to any relationship but often taken for granted. We pride ourselves on unobtrusive professionalism, on being able to listen and really understand your needs and priorities and on our ability to explain what is going on and what your options are in ways that will help you feel comfortable and confident in instructing us. Ultimately of course it is your case and you will need to make decisions. We advise you but decisions are yours to make. Our role is to ensure you have all the information you need to make informed decisions and to support you in making decisions that ultimately may well change your life given the sums of compensation we will be seeking to obtain for you.

Where does communication happen?

At the outset it may well be in the hospital. Later on it will often be face to face and in your home. It can be by video call or telephone, and of course by email, text or WhatsApp. We will occasionally write to you through the post but most often our written communication will be by email as we cement our move to paperless working.

When will we be communicating with each other?

We encourage you to communicate with us whenever you feel you need to. We will respond there and then or as quickly as we can soon after you contact us. In terms of our contacting you, we will be in contact whenever there is news in your case. There will be times when the activity will seem intense. There will be times where weeks may go by without our being able to give you further news. For example, if we are waiting on an expert, the Court or the opponent to take action that moves things along. Where there are quieter periods, they will have been anticipated and explained to you. We are rarely out of touch for more than a few weeks – there is always something to attend to in spinal cord injuries litigation.

How can I communicate with you?

You can communicate with us in whatever way works best for you. We will fit in with your preferences so far as that is practically possible. We cherish the relationships we build with the people we help and those closest to them. We encourage hearing from you, and we will do whatever we can to help you. No question is too trivial and there is unlikely to be anything that has not been asked before.



If you would like any more information or have any questions, please contact Jon Rees.

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