

**If you have a legal problem and you think you need help we can provide specialist legal advice for you in these areas:**

#### IMMIGRATION AND ASYLUM

- Applying for asylum in the United Kingdom
- Applying to stay in the United Kingdom for family, medical or educational reasons
- Assisting in applying for Citizenship
- Representing you at Immigration Appeals, Home Office interviews and Immigration Court proceedings

We are members of the Immigration Law Practitioners' Association and the Law Society Immigration Panel.

#### FAMILY LAW

- Divorce
- Domestic violence and abuse
- Residence and a contact disputes
- Care proceedings
- Relationship breakdown, housing needs and property division
- Advice on mediation

We are accredited members of Resolution and the Law Society's Children and Family Panel.

#### PERSONAL INJURY & CONTRACT

- Claim compensation for personal injuries
- Advise on contract problems
- Take action against the Police
- Advise on Criminal Injuries Compensation Scheme
- Advise on professional negligence

We undertake Conditional Fee Agreements.

We are members of the Law Society Personal Injury Panel and Accident Line.

#### HOUSING

- Homelessness
- Repossession
- Illegal Eviction
- Mortgage difficulties
- Any other housing problem

#### PROPERTY & BUSINESS AFFAIRS

- Sale and purchase of residential/business properties
- Advice on co-ownership
- Granting and taking commercial leases
- Business start up, partnership and company formation
- Sale & purchase of business/limited companies
- Terms and conditions of trading
- Liquor Licensing

#### VOLUNTARY ORGANISATIONS

- Legal structures
- Charity law
- Property & contract matters
- Leases

#### WILLS AND PROBATE

- Making a Will
- Administering an Estate
- Advising on Inheritance Provision
- Guardianship

#### CRIME

- Provide free legal advice at police stations around the clock seven days per week
- Represent you in the Magistrates Court and Crown Court.
- Deal with bail applications on your behalf
- Advise and assist with Prisoner's Rights

We are members of the 24 hour Duty Solicitor Service.

#### MENTAL HEALTH

- Provide free representation at mental health review tribunals
- Give assistance to those detained in hospital against their will
- Advise you about "care in the community"

We are members of the Law Society Mental Health Review Tribunal Panel

**David Gray Solicitors is an established firm who have a Legal Services Commission Contract. You may be eligible for free legal advice and assistance under community legal funding for help with many of these legal problems.**

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**CarbonNeutral®** newcastle  
Passionately protecting climate in the North East



## **CARE FOR OUR CLIENTS**

We pride ourselves on the standard of service and legal advice we give to all our clients. We want to make sure that our service meets your expectations.

### **Our Commitment to you.**

- We will agree with you in advance the level of service you need.
- We will represent your interests.
- We will keep your business confidential.
- We will discuss with you what you hope to achieve and we will agree with you in writing what will be a realistic result.
- We will give you clear legal advice that you can understand.
- We will make sure you understand the risks involved in following your instructions.
- We will let you know if you qualify for free legal help or legal aid and how this will affect you.
- We will only charge what we have agreed with you in writing in advance. If we cannot fix a fee, we will agree the basis of our charges with you and give you an idea of the total cost.

If we cannot give you an idea of the total costs, we will:

- Give you a general forecast, with a possible range of costs;
- Explain why a forecast is not possible but indicate costs for each stage of the matter; or
- Agree a costs limit and review date.
- We will give you a written update of our costs at least every six months. (This will include money that we have paid to others for you).
- We will keep you up to date with our progress. If there is no action for any period of time, we will explain to you when you are likely to hear from us next.
- We will deal with your questions quickly.
- We will return your phone calls on the same day or explain why this is not possible. In this case we will tell you when we will return your call.
- We will reply to your letters within two working days if possible. (If we need to provide a detailed reply, we will acknowledge the letter within two working days and let you know when you can expect our full reply).
- We will consider all your comments about our service. If you feel you are not receiving the service you hoped for, please tell us immediately. Your suggestions can help us to improve the service we give to all our clients.

### **How you can help us.**

You can help us to do our best for you by telling us what we need to know and providing documents when we ask for them.

- Please bring all relevant papers with you when we ask to see you. If you are not sure, bring what you think might help us.
- Please tell us if you have any special needs relating to the service you want to receive.
- Please tell us at the start what you expect of us so that we can agree with you what it is possible to achieve.
- Please tell us immediately if your expectations change.
- Please tell us if you have personal time limits or targets which would not be obvious to us.
- Please make sure that you always understand what is discussed. If you are not sure, please tell us.
- Please contact us quickly if we ask for instructions, documents or information.
- Please tell us if you change address or phone number, or if your circumstances change in a way that may affect the way we deal with your case.

**T: 0191 232 95 47**

**F: 0191 230 41 49**

**E:**

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**W: [www.davidgray.co.uk](http://www.davidgray.co.uk)**

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NE1 5XU**

**(2 minutes from the Central  
Station, next to the Old Assembly  
Rooms)**

# **David Gray Solicitors**



## **Client Care**

**Justice is not black  
or  
white It's Gray**