



guide to

effective conciliation

who we are...

effective conciliation is provided by a company called Puzzle Law Limited.

The company was set up to help solicitors provide the best possible service to their clients.

We provide a solicitor, barrister or mediator to talk to you about the concerns you have raised with your solicitor and how they can be resolved.

contact Puzzle Law:

0845 66 77 88

contact@effectiveconciliation.com

www.effectiveconciliation.com

what is effective conciliation?

Our effective conciliation scheme helps your solicitor work with you to put things right when they go wrong. The scheme is paid for by your solicitor and costs you nothing to use.

our approach...

We like to keep things simple and experience has shown us that there are only three types of issue that can get in between a solicitor and their client.

One of those issues is “money”. Legal services cost money but sometimes there can be a misunderstanding about those costs.

We can help work out a way to overcome any concerns about the financial aspects of legal work and ensure that both you and your solicitor get a fair deal.

Another issue relates to “customer service”. When we talk about customer service we are really looking at what a solicitor does to make you feel valued.

If you feel like you have been ignored or overlooked then we can step in to help get your relationship back on track.

The final issue arises when you perceive an “obstacle” between where you are and where you want to be.

You may feel that your solicitor is preventing something from happening. There may be reasons for this and we can help work out how to break the deadlock.

how do we resolve your concerns?

By working to understand the true nature of the complaint, we can find the best way to resolve it. We seek to broker a resolution by enabling you and your solicitor to better understand the problems that have arisen and how they can be overcome.

We do this using a “conciliation conference” or “conciliation conversations”.

are we independent?

Our conciliators are paid by your solicitor to provide a dispassionate view about your concerns. Our conciliators are trained to have an opinion about the issues you have raised and to give their honest view of it.

Sometimes the conciliator may agree with you and sometimes they may agree with your solicitor or sometimes a bit of both.

Either way, the conciliator has no financial interest in how your concerns are resolved.

The conciliator is there to help you and your solicitor better understand the issues that have arisen and suggest ways to overcome them.

If you or your solicitor do not like these suggestions then neither one of you has to follow them.

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conciliation conference

We ask a conciliator meet with you and talk to you about your concerns and we arrange a convenient time to meet you at your solicitor's office.

Your solicitor will be there too but you don't have to see them if you don't want to. We will start by talking to you about the concerns you have raised with your solicitor.

We will then talk to your solicitor about what they think has happened and how it can be sorted out.

The conference will usually last one or two hours but can go on longer if necessary.

The conciliator may make suggestions about how to get things back on track and work with you and your solicitor on agreeing a resolution.

If your concerns are not resolved, your conciliator will provide you and your solicitor with a conciliation summary as a record of what was discussed.

conciliation conversations

We ask a conciliator to telephone you to talk to you about your concerns. The conciliator will also telephone your solicitor.

It will probably be necessary to have several conversations and the conciliator will try to agree with you a convenient time to speak.

When your conciliator thinks he has gathered enough information about

your concerns, a conciliation report will be prepared. This report will be sent to you and your solicitor and contain recommendations for a resolution.

Neither you nor your solicitor have to accept the recommendations but your solicitor will then contact you to discuss the contents of the report and the next steps.

which is right for you?

We generally recommend having a conference because it is the best way to resolve things quickly and effectively. We know that people have work and family commitments but often it is less time consuming to meet for a couple of hours than it is to have several telephone conversations. If you are unable to attend a conference then just let us know and we will arrange for the conciliator to telephone you.