

We have a document called our Terms of Business ('ToB'). It is very long and complicated but it explains important information about how we work with our clients (the people we try and help), like you. As part of our job, we try and do things which we think are in your best interests.

Sometimes, we decide that it is not a good idea to send some clients the ToB because the client may not understand it or may find it confusing. What we thought might be best in your case, is for us to send you this document which sets out the key information from the ToB which we hope is easier to understand. If at any time you want the whole ToB, please let me know. I will be happy to send it to you.

Key information is below and if you want to see more detailed information on each topic, the relevant paragraph in our ToB is given	
We are Coram Children's Legal Centre ('CCLC'). We are a charity. We do work around children and young people's rights. CCLC has lawyers who give advice to clients.	1
Soon we will send you two letters. One has our advice. The other confirms how to contact us and tells you about funding.	2
We have insurance to cover us if we do something wrong.	7
We do different areas of law.	8
Many of our workers are solicitors. Solicitors have regulated (controlled) by an organisation called the Solicitors Regulation Authority (SRA). The SRA makes sure solicitors do things properly.	10-12
We try and communicate with you by email if you have email. We hope that is ok.	15
We try our best on your case. We want you to be happy with our work. We will do what you tell us to do but there are sometimes when we can't follow what you are asking to do. This is quite rare. Also there may be times when you may not be happy with our advice but we have to be honest with you and give you the best advice we can give.	16-20 and 24
Please keep in touch with us, let us know about important things and if you change your phone numbers, let us know right away.	21
If you get legal aid to fund your case, we also have some duties to the Legal Aid Agency ('LAA') which means we have to tell them about your case. We also have to tell them if we think you are telling us to do something on your case which we don't think is reasonable.	25-29
If you are not happy with us for any reason, please let us know right away so we can try and work things out. If we can't work things out, you can make a complaint about us. We will send you our complaints policy if you want to look at making a complaint. You have a right to complain to the Legal Ombudsman. <i>Address:</i> Legal Ombudsman, PO Box 6806, Wolverhampton WV1 9WJ <i>(T):</i> 0300 555 0333 <i>(E):</i> enquiries@legalombudsman.org.uk <i>(W):</i> www.legalombudsman.org.uk . If you want to complain to the Legal Ombudsman you must do that within 6 years of the date of the thing that you want to complain about	30-33
It is best if you tell us everything about your case. We will keep what you tell us confidential. It is very rare that we would tell someone else what you have told us without your permission. We will usually always ask your permission first.	34-45
We make up a file for your case. That is where we keep all the paperwork from your case. At the end of the case, we will store the file. We will destroy the file after 6 years or if you are a child, then we destroy it when you are 24 years old.	52-57

Signed:

Dated: