**Signposting & Referral Guide**

**Signposting**

When first approached by a potential new client, either in person or by way of phone or letter contact, fee-earners and support staff should be aware of the specialist services provided by the firm. There may be occasions when a request is made for advice in an area of law in which the firm does not provide services either from a new or existing client of the firm.

At this point the client should be signposted to an appropriate service. Staff may find the following websites and helplines useful for assisting clients.

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| **Law Society Solicitor Search** | <https://solicitors.lawsociety.org.uk/>  |
| **Legal aid eligibility calculator** | <https://www.gov.uk/check-legal-aid>  |
| **Civil Legal Advice (CLA) – telephone advice service** | <https://www.gov.uk/civil-legal-advice> Telephone: 0345 345 4 345  |
| **Find a legal aid adviser** **or family mediator** | <https://find-legal-advice.justice.gov.uk/>  |

The Law Society’s website contains a solicitor search facility accessible from the home page which allows searches to be conducted against several criteria including location and legal specialisms.

**Referral**

Where an ***existing client of the firm*** with a ***currently active case*** requires specialist advice or assistance from another organisation then this is known as a referral. In such circumstances, a ***Referral Log*** proforma must be completed and kept within the central Referrals Register.