

APIL consumer charter

- APIL members will put your best interests first
- APIL members will provide clear, impartial, honest advice about your case
- APIL members will tell you if you will have to pay anything to pursue your case and, if so, how much *
- If you do have to pay to pursue your case, APIL members will charge you a fair price, with no hidden costs
- APIL members will explain your legal position in plain language
- APIL members who feel unable to deal with your case will act only in your best interests in suggesting a referral to another solicitor
- APIL members will keep you updated about all aspects of your case *
- APIL members will consider other appropriate remedies as well as financial ones
- APIL members will not cold call
- APIL members will only publish advertisements which are accurate and truthful
- Your welfare is our concern



* ABOUT APIL *

APIL members include both solicitors and barristers. It is the responsibility of your APIL solicitor to keep you informed about any costs and other developments associated with your case. These duties will not usually be carried out by your barrister.