



THOMPSONS
SOLICITORS

STANDING UP FOR YOU

Working with us:
Important information

Our pledge to you

Thompsons Solicitors has been standing up for the injured and mistreated since Harry Thompson founded the firm in 1921. We have fought for millions of people, won countless landmark cases and secured key legal reforms.

We have more experience of winning personal injury and employment claims than any other firm – and we use that experience solely for the injured and mistreated.

Thompsons will stand up for you by:

Staying true to our principles – regardless of how difficult our job is made by government, employers or the insurance industry

Remaining committed to the trade union movement, working closely with them and with professional associations for the benefit of working people everywhere

Thompsons pledge that we will:

Work solely for the injured or mistreated

Refuse to represent insurance companies and employers

Invest our specialist expertise in each and every case

Fight for the maximum compensation in the shortest possible time

standing up for you

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The Spirit of Brotherhood
by Bernard Meadows

About Thompsons

At Thompsons – the UK's most experienced personal injury law firm – we only work for the victims of accidents and injuries. We never represent insurance companies or employers.

Thompsons has led the way in creating new laws for working people by:

- Bringing the first group cases for asbestos
- Establishing that people who had been exposed to asbestos, but had not worked directly with it (known as 'neighbour' cases) could bring claims
- Fighting the claims that established the right to compensation for welder's lung
- Winning the first stress claim case in the UK
- Succeeding in the case of Cox v MOJ to extend the law on vicarious liability
- Winning key cases for injured people suffering from bladder cancer, silicosis, latex allergy and occupational asthma
- Recovering for our clients the highest average compensation - out of hundreds of law firms - in the miners' scheme cases
- Taking on board the cases that established the right of workers to get compensation for deafness.

And every year, we recover more than £200 million in compensation for people who don't make legal history, but for whom we fight just as hard.

We don't just deal with personal injury. We are also proud to help trade union members, depending on the arrangement with their trade union, with:

- Problems at work or after dismissal
- Professional conduct hearings
- Criminal cases connected with work
- Cases arising from defending the right to organise and be members of a trade union
- Other cases supported by a trade union.

To find out more about Thompsons, visit www.thompsonstradeunion.law or call 0800 0 224 224.

Our aim

We strive at all times to provide a high-quality service and a standard of care in which you can be completely confident.

That means we will:

- Use plain language
- Keep in touch regularly
- Respond quickly
- Keep you fully informed
- Give independent advice.

Our lawyers

We work in specialist teams and our lawyers receive extensive training.

Our offices

Our network of UK offices are open during normal office hours (Monday-Friday, 9am-5pm).

If you need to contact us outside these hours, just ring and leave a message and we will call you back. Remember to tell us your case reference number – you will find this on the letters we send you.

Alternatively, we can be contacted by email if you would prefer this.

Emails

If you contact us by email, or you give an email address, we will assume you do not object to us using that address to contact you. If at any time you wish for us to stop contacting you via email, just let us know.

Our equality and diversity policy

As a trade union law firm, equality and diversity are at the heart of what we do.

Thompsons is committed to promoting equality and diversity in all our dealings with you.

Tell your lawyer about anything that will help us to communicate with you or help you participate in mediation, tribunal or court proceedings.

Complaints

We are committed to providing the highest quality legal service to our clients. If you have any problems with the handling of your case we hope you will let us know straight away.

Thompsons has a procedure in place to help resolve any complaints promptly and fairly. This is available on request from the Branch Manager at your local office, or you can view a copy at www.thompsons.law/about/governance-and-regulation.

If any complaint cannot be resolved using this procedure, you can ask the Legal Ombudsman at **P.O. Box 6806, Wolverhampton, WV1 9WJ** or call **0300 555 0333** to consider your complaint.

Normally, you need to bring a complaint to the Legal Ombudsman within six months of receiving a final written response from us about your complaint, and within six years of the date of the act or omission about which you are complaining (or three years of the date you should reasonably have known there were grounds for complaint if the act or omission was more than six years ago). Please note, the Legal Ombudsman will not accept complaints about issues that took place before 6 October 2010.

We are regulated by the Solicitors Regulation Authority. Further details can be found at www.sra.org.uk.

Responsibilities

We have certain responsibilities that we owe you.

These include an obligation to:

- Review your case regularly
- Advise you of any changes in the law
- Advise you of any circumstances and risks we know about that could affect your case.

We will always discuss with you any major steps you take in your case.

We need you to:

- Tell us what you want us to do clearly, accurately and within reasonable time limits
- Provide us with all the documentation we need within the time we need it
- Keep safe any documents that might be needed for your case
- Tell us of any change in your address or contact details straight away
- Tell us if you are considering declaring yourself bankrupt, are bankrupt, or have in the past been bankrupt.

Terms and conditions

About Thompsons Solicitors LLP

Legal status

Thompsons Solicitors is the trading name of Thompsons Solicitors LLP, a Limited Liability Partnership registered in England and Wales (registered number OC356468) and regulated by the Solicitors Regulation Authority. The Solicitors Regulation Authority handbook can be found at www.sra.org.uk. The word 'partner' used in relation to Thompsons Solicitors refers to a member of Thompsons Solicitors LLP. A list of members of the LLP is available for inspection at each office.

Thompsons Solicitors LLP registered office is at **Congress House, Great Russell Street, London WC1B 3LW**.

Telephone: **0207 290 0000**

Email: enquiries@thompsons.law.co.uk

What is an LLP?

LLP status is an alternative to the traditional partnership model. It is an alternative corporate structure that gives the benefit of limited liability and more flexibility.

Insurance

The LLP, as required under the Solicitors Indemnity Rules, maintains professional indemnity insurance. That insurance is with W/R/B Underwriting of **14th Floor, 52 Lime Street, London EC3M 7AF**. The policy number is LI1939993.

VAT

Thompsons Solicitors LLP is registered for VAT purposes with VAT registration number 227 857 923.

Financial services

The firm is not authorised under the Financial Services & Markets Act 2000.

We are, however, included on the register maintained by the Financial Conduct Authority so that we can carry on insurance mediation activity, which is broadly the advising on, selling and administration of insurance contracts. The register can be found at www.fca.org.uk/register. This part of our business, including arrangements for redress if something goes wrong, is regulated by the Solicitors Regulation Authority.

Privacy and your personal information

Your information and privacy is important to us.

We collect information about you to provide legal services to you. We use the information to:

- Give you legal advice and help with your case
- Detect and combat fraud
- To identify you before disclosing confidential information or making payments
- For analysis to help us manage our practice
- To help trade unions improve protection and rights for working people and the victims of accidents.

We will never sell your details to third parties. During or after your case we may need to pass information about you to other people such as:

- Your trade union
- The other side
- Witnesses
- The Courts or Tribunals
- Barristers
- Medical experts
- Other experts
- Regulators
- Insurers.

We will tell you who we are sending your information to and what information we are sending unless prevented by law.

We may also disclose information to authorities such as the police, the official receiver and the Inland Revenue but only with your agreement or where we are required by law to do so.

We may need to pass your information to the Information Commissioners Office, the Legal Ombudsman or the Solicitors Regulation Authority if you make a complaint about us to them.

For further information on how your information is used, how we maintain the security of your information and your rights to access information we hold on you, please contact **risk&compliancebirmingham@thompsons.law.co.uk**.

Vetting of files

External firms or organisations may conduct audit or quality checks on our practice.

These external firms or organisations are required to maintain confidentiality in relation to your files.

Outsourcing of work

Sometimes we ask other companies or people to do work to help your case, such as a company to instruct a medical expert to make sure this is done promptly.

These external firms or organisations are required to keep your information confidential and to only use it for the specified purpose.

Money laundering

Thompsons Solicitors is required to obtain evidence of the identity of its clients.

Storage of documents and personal information

In most cases, we keep files for seven years after the file is closed.

We will tell you at the end of your case how long we will keep your file for and the reason why we need to keep it. At the end of that period we will destroy the file. We will not destroy documents you ask to be kept in safe custody. We will return any of your documents to you if you ask for them. We may keep copies of these but we will tell you this.

Personal information other than your file of papers, such as our electronic case management system data, will be kept for longer than seven years to help us manage our service.

Further information about privacy

Thompsons LLP is on the register kept by the Information Commissioners Office.

For further details go to www.ico.org.uk.

If you have a concern about the use of your information we hope you will let us know straight away by using our complaints procedure or by contacting the Head of Risk and Compliance via email at risk&compliancebirmingham@thompsons.law.co.uk. If your question or complaint cannot be resolved, you can contact the Information Commissioner by calling **0303 123 1113** or visiting www.ico.org.uk.

For further information about privacy and data please visit www.thompsons.law/about/governance-and-regulation.

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0800 0 224 224

For more information, please visit

www.thompsonstradeunion.law

 [@thompsonsllaw](https://twitter.com/thompsonsllaw)

 Thompsons Solicitors

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The information contained in this booklet is not a substitute for legal advice. You should talk to a lawyer or adviser before making a decision about what to do. Thompsons Solicitors is a trading name of Thompsons Solicitors LLP and is regulated by the Solicitors Regulation Authority.

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