

Q When should I get in touch with the consumer claims and civil disputes team?

You should get in touch if:

1. You have purchased defective goods.
2. Services such as building services have not been carried out properly.
3. Someone owes you money.
4. Someone says you owe them money and you wish to dispute this.
5. You have a contractual dispute with somebody.

Q What happens first?

Please contact our team who will see if this is a matter we can deal with.

We will then discuss the matter with you at an initial appointment and then advise you how you can resolve your dispute, bring a claim against the other party, or defend the claim brought against you.

We will advise you on your options and can either deal with the whole case for you, or assist you with parts of the case that you are struggling with such as preparing the court papers. We will advise you on next steps.

Q Will I have to go to court?

This depends on the nature of your case. Some cases can be resolved through negotiation without going to court. If the case does go to court, then we can either deal with the case for you, or advise you on the court procedure and help you with the papers.