Price and Service Notice

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This Price and Service Information is provided in accordance with the Solicitors Regulation Authority (SRA) Transparency Rules. It explains our typical fixed fees, the scope of work included, additional costs that may apply, and who will carry out the work. All immigration matters are undertaken under our written Fee Agreement, Client Care Letter, and Terms and Conditions of Business. These documents together form the contractual agreement between you and the firm.

Immigration Matters

1. **Basis of Our Fees**

We offer fixed fees for most immigration cases so you know the total cost from the outset. All fees listed are exclusive of VAT. VAT is charged at the prevailing rate (currently 20%) unless otherwise stated. Our fixed fees are based on straightforward cases and include professional time spent preparing and submitting your application. If your matter is unusually complex, or if additional work becomes necessary outside the agreed scope, we may charge at our hourly rates (see section below).

2. **Our Legal Fee**

The legal fees set out below are charged on the basis of Fixed Fees.

Category of Service	Details of the Service (Scope of Service)	Our Fee	VAT@£20% (If VAT is Applicable)	TOTAL

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Family life as the parent of a Child with Leave to Remain	**Scope of Work** 1. Reviewing your personal and immigration history; 2. Advising you on your eligibility for the relevant application; 3. Assessing the supporting documents you intend to rely upon; 4. Preparing and submitting your application to the UK Visas and Immigration (UKVI); 5. Booking your biometric appointment (if applicable); and 6. Liaising with UKVI up to the point a decision is made (which includes up to two follow-up letters to the UKVI).	£800 - £2000	£160 - £400	£960 - £2400
Child of a Parent with Leave to Remain		£800 - £2000	£160 - £400	£960 - £2400
Adult Dependent Visa		£800 - £2500	£160 - £500	£960 - £3000
Family Member of a Person with Worker Visa		£500- £1500	£100 - £300	£600 - £1800
Victims of Domestic Abuse Concession		£500- £1000	£100 - £200	£600 - £1200
Spouse Visa UK		£800 - £2500	£160 - £500	£960 - £3000
Spouse Visa Extension		£800 - £2500	£160 - £500	£960 - £3000
Partner of a settled person		£800 - £2500	£160 - £500	£960 - £3000
Fiancé/Fiancée or Proposed Civil Partner of Settled Person		£800 - £2000	£160 - £400	£960 - £2400

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ILR as a Spouse	**Scope of Work - (Applications)** 1. Reviewing your personal and immigration history; 2. Advising you on your eligibility for the relevant application; 3. Assessing the supporting documents you intend to rely upon; 4. Preparing and submitting your application to the UK Visas and Immigration (UKVI); 5. Booking your biometric appointment (if applicable); and 6. Liaising with UKVI up to the point a decision is made (which includes up to two follow-up letters to the UKVI).	£800 - £2500	£160 - £500	£960 - £3000
ILR as Parent of a Child		£800 - £2500	£160 - £500	£960 - £3000
ILR on 10 Years Lawful Residence		£800 - £2500	£160 - £500	£960 - £3000
Indefinite leave to Remain/Enter		£800 - £2500	£160 - £500	£960 - £3000
ILR if your Partner died		£800 - £2500	£160 - £500	£960 - £3000
ILR as a Refugee/Humanitarian Protection		£800 - £2500	£160 - £500	£960 - £3000
Pre-settled Status to Settled Status		£800 - £2000	£160 - £400	£960 - £2400
Pre-settled to Settled Status (Family Member EU National)		£800 - £2000	£160 - £400	£960 - £2400
Pre-settled to Settled Status (Family Member of an Eligible Person of Northern Ireland)		£800 - £2000	£160 - £400	£960 - £2400
Pre-settled to Settled Status (Family Member or Primary Carer of a British Citizen)		£800 - £2000	£160 - £400	£960 - £2400
The Windrush Scheme		£800 - £2500	£160 - £400	£960 - £3000

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British Citizenship for Children of EU Nationals	**Scope of Work - (Applications)** 1. Reviewing your personal and immigration history; 2. Advising you on your eligibility for the relevant application; 3. Assessing the supporting documents you intend to rely upon; 4. Preparing and submitting your application to the UK Visas and Immigration (UKVI); 5. Booking your biometric appointment (if applicable); and 6. Liaising with UKVI up to the point a decision is made (which includes up to two follow-up letters to the UKVI).	£500- £2000	£100 - £400	£600 - £2400
Registering a Minor Child Born Abroad		£500- £2000	£100 - £400	£600 - £2400
Registering a Minor Child Born in the UK		£500- £2000	£100 - £400	£600 - £2400
Registration as a British Citizen through Historical Claims		£500- £2000	£100 - £400	£600 - £2400
Registration as a British Citizen through Residency		£500- £2000	£100 - £400	£600 - £2400
Registration as a British Citizen through British Overseas Territories		£500- £2000	£100 - £400	£600 - £2400
Registration as a British Citizen through Statelessness		£500- £2000	£100 - £400	£600 - £2400
Application for Naturalisation		£500- £2000	£100 - £400	£600 - £2400
Prove you have right of abode in the UK		£800 - £2500	£160 - £500	£960 - £3000

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Immigration Appeals	**Scope of Work - (Appeals)** Lodge the Notice of Appeal with the First Tier Tribunal; - Upon receiving directions from the Tribunal, complying with the directions, including: preparing a witness statement for you and your dependant husband, o advising on supporting documents to include in the appeal bundle; o preparing appeal bundle for the main hearing (only) by including the provided documents and prepared witness statements etc; o Instructing a barrister to draft appeal skeleton arguments (barristers fee is payable separately); o Submitting the appeal bundle and skeleton argument to the Tribunal; o Instructing barrister to represent you in the main hearing only, (barristers fee is payable separately); o No representation in the CMR hearing(s), adjournment request(s), supplementary witness statements, preparation of supplementary bundle, fee/charges or additional fee /charges of third party or barrister.	£1500 -£3500	£300 - £700	£1800 - £4200

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Judicial Reviews	**Scope of Work - (Judicial Review)** 1. Reviewing your immigration history and the decision under challenge, and advising you on the merits of Judicial Review; 2. Assessing your supporting documents and advising you on any further evidence required; 3. Preparing and sending the Pre-Action Protocol (PAP) letter to the Home Office; 4. Advising you on the Home Office's PAP response and recommended next steps; 5. Preparing and lodging the Judicial Review claim (including instructing Counsel, where required); 6. Liaising with the Court and the Home Office in accordance with procedural requirements; 7. Keeping you updated throughout until a final decision/outcome is reached.	£700 - £4500	£140 - £900	£840 - £5400
Administrative Reviews	**Scope of Work - Administrative Review** 1. Reviewing the refusal decision and advising you on whether case-working errors exist; 2. Assessing the documents submitted with your original application; 3. Preparing and submitting the Administrative Review request with written representations; 4. Liaising with the Home Office if required due to delays (which includes up to two follow-up letters to UKVI);	£650 - £2500	£130 - £500	£780 - £3000

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	5. Updating you throughout until a decision is issued.			
Deportation from UK	**Scope of Work - Deportation Representations** 1. Reviewing your immigration and criminal history and advising you on the merits of challenging deportation; 2. Assessing your supporting documents and advising on any further evidence needed; 3. Preparing and submitting written representations to the Home Office opposing deportation; 4. Liaising with the Home Office (which includes up to two follow-up letters to UKVI); 5. Updating you throughout until a decision is issued.	£1000 - £3500	£200 - £700	£1200 - £4200
Revocation of Existing Visa	**Scope of Work - Visa Revocation/Curtailment Matter** 1. Reviewing the Home Office revocation/curtailment notice and advising you on the merits of challenging it; 2. Assessing your supporting documents and advising on any further evidence required; 3. Preparing and submitting written representations to the Home Office in response to the revocation decision; 4. Liaising with the Home Office (which includes up to two follow-up letters to UKVI);	£800 - £2500	£160 - £500	£960 - £3000

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	5. Keeping you updated until the Home Office issues a decision.			
Denied Entry	**Scope of Work - Denied Entry to the UK** 1. Reviewing the refusal of entry decision and advising you on your options; 2. Assessing your documents and advising on any further evidence needed; 3. Preparing and submitting representations to Border Force/Home Office; 4. Liaising with Border Force or the detention facility (which includes up to two follow-up letters to UKVI); 5. Updating you throughout until the matter concludes.	£800 - £3500	£160 - £700	£960 - £4200
Travel Document	**Scope of Work - (Applications)** 1. Reviewing your personal and immigration history; 2. Advising you on your eligibility for the relevant application; 3. Assessing the supporting documents you intend to rely upon; 4. Preparing and submitting your application to the UK Visas and Immigration (UKVI); 5. Booking your biometric appointment (if applicable); and 6. Liaising with UKVI up to the point a decision	£350 - £1000	£70 - £200	£420 - £1200

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	is made (which includes up to two follow-up letters to the UKVI).			
Bail Application to Secretary of State for Home Department	**Scope of Work - Secretary of State Bail Application** 1. Reviewing your detention circumstances and advising you on eligibility for Secretary of State bail; 2. Assessing your supporting documents and advising on further evidence required (e.g., address, sureties, reporting arrangements); 3. Preparing and submitting the Secretary of State bail application with written representations; 4. Liaising with the Home Office/Detention Centre regarding the progress of the application; 5. Updating you throughout until a decision is issued.	£800 - £2000	£160 - £400	£960 - £2400
Bail Application to First-Tier Tribunal	**Scope of Work - First-tier Tribunal Bail Application** 1. Reviewing your detention circumstances and advising you on your eligibility for Tribunal bail; 2. Assessing your supporting documents and advising on any further evidence required (e.g., accommodation, sureties, reporting conditions); 3. Preparing and submitting the bail application	£800 - £2000	£160 - £400	£960 - £2400

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	to the First-tier Tribunal; 4. Preparing your bail bundle and liaising with the Tribunal and Home Office as required; 5. Updating you throughout until the hearing concludes and a decision is issued.			
Representations while in Detention	**Scope of Work - First-tier Tribunal Bail Application** 1. Reviewing your detention circumstances and advising you on your eligibility for Tribunal bail; 2. Assessing your supporting documents and advising on any further evidence required (e.g., accommodation, sureties, reporting conditions); 3. Preparing and submitting the bail application to the First-tier Tribunal; 4. Preparing your bail bundle and liaising with the Tribunal and Home Office as required; 5. Updating you throughout until the hearing concludes and a decision is issued.	£1000 - £3500	£200 - £700	£1200 - £4200
Human Rights Applications	**Scope of Work - Secretary of State Bail Application** 1. Reviewing your detention circumstances and advising you on eligibility for Secretary of State bail; 2. Assessing your supporting documents and advising on further evidence required (e.g., address, sureties, reporting arrangements);	£800 - £2500	£160 - £500	£960 - £3000

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	3. Preparing and submitting the Secretary of State bail application with written representations; 4. Liaising with the Home Office/Detention Centre regarding the progress of the application; 5. Updating you throughout until a decision is issued.			
Asylum Claims	**Scope of Work - Asylum Claim** 1. Reviewing your personal and immigration history and advising you on the asylum process; 2. Assessing any documents you provide that are relevant to your claim; 3. Notifying the Home Office that we are your legal representatives and assisting with the procedural steps of your asylum claim; 4. Liaising with the Home Office regarding the progress of your case (including up to two follow-up communications); 5. Updating you throughout until a decision is issued.	£800 - £4500	£160 - £900	£960 - £5400
Fresh Asylum Claims		£800 - £4500	£160 - £900	£960 - £5400

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Prison Visits (per visit)	**Scope of Work - Prison Visit** 1. Reviewing your circumstances and advising you on the purpose and scope of the prison visit; 2. Arranging and attending a prison visit to obtain instructions and discuss your case; 3. Liaising with the prison authorities regarding access, scheduling, and required permissions; 4. Recording and reviewing the instructions obtained during the visit; 5. Updating you and advising you on the next steps following the prison visit.	£600 - £1000	£120 - £200	£720 - £1200
Sponsor licence Application	**Scope of Work - Sponsor Licence Application** 1. Reviewing your business information and circumstances and advising you on eligibility for a sponsor licence; 2. Assessing your supporting documents and advising on any further evidence required under Appendix A.	£750 - £3500	£150 - £700	£900 - £4200

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Attendance in Compliance Visit	**Scope of Work - Attendance in Compliance Visit** 1. Reviewing your business circumstances and advising you on the compliance visit process; 2. Attending your premises during the Home Office compliance visit to observe and support you through the process; 3. Liaising with the Home Office Compliance Officers during the visit (as appropriate); 4. Reviewing any issues raised during or after the visit; 5. Updating you and advising on next steps following the compliance visit.	£600 - £1000	£120 - £200	£720 - £1200
Sponsorship Duties - Compliance	**Scope of Work - Sponsorship Duties Compliance** 1. Reviewing your current HR and compliance practices against Home Office sponsor licence requirements; 2. Assessing your documents and records (e.g., Appendix D compliance documents); 3. Advising you on required improvements to meet ongoing sponsorship duties; 4. Liaising with your business representatives to implement compliance measures; 5. Updating you throughout and advising on next steps to maintain compliance.	£750 - £3500	£150 - £700	£900 - £4200

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Drafting Compliance Documentation	**Scope of Work - Drafting Compliance Documentation** 1. Reviewing your business information and compliance needs in line with Home Office sponsor requirements; 2. Drafting the required compliance documents (e.g., employment contract, initial contact form, attendance sheet, immigration status record sheet, holiday forms, policies); 3. Liaising with your business representatives to finalise the documents; 4. Making amendments where necessary to ensure the documents meet sponsor compliance standards; 5. Updating you throughout until all documents are completed and issued.	£1500 - £4500	£300 - £900	£1800 - £5400
Sponsor Licence Suspension/Revocation	**Scope of Work - Sponsor Licence Suspension/Revocation** 1. Reviewing your business circumstances and the Home Office suspension/revocation notice and advising you on your options; 2. Assessing your supporting documents and identifying any further evidence required; 3. Preparing written representations in response to the suspension/revocation notice.	£750 - £4500	£150 - £900	£900 - £5400

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Innovator Founder Visa	**Scope of Work** 1. Reviewing your personal and immigration history; 2. Advising you on your eligibility for the relevant application; 3. Assessing the supporting documents you intend to rely upon; 4. Preparing and submitting your application to the UK Visas and Immigration (UKVI); 5. Booking your biometric appointment (if applicable); and 6. Liaising with UKVI up to the point a decision is made (which includes up to two follow-up letters to the UKVI).	£2000 - £5000	£400 - £1000	£2400 - £6000
Representative of an Overseas Business visa		£1000 - £3500	£200 - £700	£1200 - £4200
UK Expansion Worker Visa (Global Business Mobility)		£2000 - £5000	£400 - £1000	£2400 - £6000
Graduate Entrepreneur Visa UK		£900 - £3000	£180 - £600	£1080 - £3600

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Student Visas	**Scope of Work** 1. Reviewing your personal and immigration history; 2. Advising you on your eligibility for the relevant application; 3. Assessing the supporting documents you intend to rely upon; 4. Preparing and submitting your application to the UK Visas and Immigration (UKVI); 5. Booking your biometric appointment (if applicable); and 6. Liaising with UKVI up to the point a decision is made (which includes up to two follow-up letters to the UKVI).	£500 - £2000	£100 - £400	£600 - £2400
Post Graduate Visa		£500 - £2000	£100 - £400	£600 - £2400
Child Student Visa		£500 - £2000	£100 - £400	£600 - £2400
UK Short-Term Study Visa		£500 - £2000	£100 - £400	£600 - £2400

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Health and Care Visa	**Scope of Work** 1. Reviewing your personal and immigration history; 2. Advising you on your eligibility for the relevant application; 3. Assessing the supporting documents you intend to rely upon; 4. Preparing and submitting your application to the UK Visas and Immigration (UKVI); 5. Booking your biometric appointment (if applicable); and 6. Liaising with UKVI up to the point a decision is made (which includes up to two follow-up letters to the UKVI).	£750 - £2500	£150 - £500	£900 - £3000
Skilled Worker Visa		£750 - £2500	£150 - £500	£900 - £3000
Intra Company Visas		£750 - £2500	£150 - £500	£900 - £3000
International Sports Person Visa		£750 - £2500	£150 - £500	£900 - £3000
Minister of Religion Visa (T£2)		£750 - £2500	£150 - £500	£900 - £3000
Scale-up Worker Visa		£750 - £2500	£150 - £500	£900 - £3000
Frontier Worker Permit		£1500 - £2500	£300 - £500	£1800- £3000
Get an Exempt Vignette		£1000 - £2500	£200 - £500	£1200 - £3000
Apply for a Service Provider from Switzerland Visa		£800 - £2500	£160 - £500	£960 - £3000
British National (Overseas) visa		£800 - £2500	£160 - £500	£960 - £3000
Graduate Visa		£800 - £2000	£160 - £400	£960 - £2400
Youth Mobility Scheme Visa		£1000 - £3500	£200 - £700	£1200 - £4200
Apply for the Global Talent Visa		£1000 - £3500	£200 - £700	£1200 - £4200

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UK Ancestry Visas		£1000 - £3500	£200 - £700	£1200 - £4200
Senior or Specialist Worker visa (Global Business Mobility)		£2000 - £5000	£400 - £1000	£2400 - £6000
Overseas Domestic Worker Visa		£800 - £2500	£160 - £500	£960 - £3000
Graduate Trainee Visa (Global Business Mobility		£1000 - £3500	£200 - £700	£1200 - £4200
Secondment Worker Visa (Global Business Mobility)		£2000 - £5000	£400 - £1000	£2400 - £6000
Seasonal Worker Visa (Temporary Work)		£1000 - £3500	£200 - £700	£1200 - £4200
Government Authorised Exchange Visa (Temporary Work)		£1000 - £3500	£200 - £700	£1200 - £4200
Creative Worker Visa (Temporary Work)		£1000 - £3500	£200 - £700	£1200 - £4200
Religious Worker Visa (Temporary Work)		£1000 - £3500	£200 - £700	£1200 - £4200
Charity Worker visa (Temporary Work)		£1000 - £3500	£200 - £700	£1200 - £4200

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International Agreement Visa (Temporary Work)		£1000 - £3500	£200 - £700	£1200 - £4200
UK Visitor Visa	**Scope of Work - (Applications)** 1. Reviewing your personal and immigration history; 2. Advising you on your eligibility for the relevant application; 3. Assessing the supporting documents you intend to rely upon; 4. Preparing and submitting your application to the UK Visas and Immigration (UKVI); 5. Booking your biometric appointment (if applicable); and 6. Liaising with UKVI up to the point a decision is made (which includes up to two follow-up letters to the UKVI).	£400 - £1500	£80 - £300	£480 - £1800
Permitted Paid Engagement Visa		£1000 - £2500	£200 - £500	£1200 - £3000
Chinese Tour Group (Also Known as ADS Visa)		£1000 - £2500	£200 - £500	£1200 - £3000
Business Visitor Visa		£400 - £1500	£80 - £300	£480 - £1800
Marriage Visitor Visa		£400 - £1500	£80 - £300	£480 - £1800
UK Study Visit Visa		£400 - £1500	£80 - £300	£480 - £1800
UK Religious Visit Visa		£400 - £1500	£80 - £300	£480 - £1800
Short Term Study Visas		£400 - £2000	£80 - £500	£480 - £2400
Sports Visit UK		£400 - £1500	£80 - £300	£480 - £1800

Ifa matter does not conclude for any reason, we are entitled to charge for the work already carried out. Such work will be charged at our standard hourly rates (see our current rate table below) unless otherwise agreed. This applies even where a fixed fee was initially agreed for the whole matter.

All fees quoted are exclusive of VAT. VAT will be added to your bill at the prevailing rate (currently 20%) unless the matter is exempt or outside the scope of UK VAT.

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3. **Hourly Rates and Additional Work**

Where a case falls outside the scope of a fixed fee, or additional work becomes necessary, our standard hourly rates apply as follows:

Grade	Description	Hourly Rate (plus VAT)
A	Solicitors and Legal Executives with over 8 years' experience	£330
B	Solicitors and Legal Executives with over 4 years' experience	£275
C	Other Solicitors, Legal Executives or Fee Earners of equivalent experience	£225
D	Trainee Solicitors, Paralegals and other Fee Earners	£155

Ifyour matter becomes more complex or additional work is required outside the agreed fixed fee, this will be charged at our standard hourly rates (as above). We will inform you of any additional charges where possible. However, in some circumstances, it may be necessary to carry out further work without prior agreement, for example, to protect your legal position or respond to urgent developments. By continuing to instruct us after being informed, you agree that such additional charges may apply.

4. **Scope of Services**

The scope of work covered by our fixed fees corresponds with the 'Scope of Work' section contained in your Client Care Letter (CCL). In most immigration applications, our service includes:

1. Reviewing your personal and immigration history;
2. Advising you on your eligibility for the relevant application;
3. Assessing the supporting documents you intend to rely upon;
4. Preparing and submitting your application to UK Visas and Immigration (UKVI);
5. Booking your biometric appointment (if applicable); and
6. Liaising with UKVI up to the point a decision is made (which includes up to two followup letters to the UKVI).

Anywork not expressly listed above or in your CCL is outside the agreed fixedfee scope and will be charged as additional work under our hourly rates (see section 5).

5. **Disbursements**

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Even where our charges are fixed, we would usually expect to incur certain expenses on your behalf (Disbursements) which we will also add to your bill. The amount of expenses can vary.

We cannot give an exact figure for expenses we will incur on your behalf, but we will seek your instructions and approval on the charges before incurring such expenses.

These typically include:

- Home Office application or visa fees;
- Home Office priority service fees;
- Home Office appointmenet fee;
- Home Office scanning service fee;
- Immigration Health Surcharge (IHS);
- Translation or interpreter costs;
- Courier, postage, or copying charges;
- Barrister fees (where required); and
- Expert fee (Country expert, mdical expert or other Expert for preparing their reports and attendance).

We will always confirm the likely amount of any disbursement and obtain your approval before incurring it. VAT may be payable on some disbursements depending on the supplier and nature of the service.

6. **Key Stages and Timescales**

Our Preparation Times
Once you provide all required supporting documents and information, we will usually prepare and submit your application within 10 to 15 working days. This timeframe may vary depending on the complexity of the matter, your availability to provide further information, or the need to address issues that arise during preparation. If the timescale changes, we will notify you promptly.

Decision Times (UKVI / Tribunal / Courts)

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The time it takes the Home Office (UKVI), the Immigration Tribunal, or the Courts to make a decision is outside our control. Processing times vary depending on the type of application, the complexity of the case, the availability of caseworkers or judges, and current Home Office or Tribunal backlogs.

We do not provide specific guarantees or representations about how long an external decision will take. Any published UKVI or Tribunal timeframes are indicative only and subject to change.

7. **Recovery of Costs and Refunds**

Where legal costs are recovered from a third party (for example, in appeal or judicial review proceedings or otherwise), those costs are payable to First Law Solicitors and retained by the firm. Fixed fees are discounted and non-refundable once substantive work has commenced, in accordance with our Fee Agreement and Terms and business.

8. **Costs you may have to pay another party**

In some immigration matters, including appeals before the First-tier Tribunal or Upper Tribunal, judicial review proceedings, and civil penalty or illegal working enforcement cases, the Tribunal or Court may order one party to pay some or all of the other party's legal costs.

Such orders are not automatic and are generally made only where a party has acted unreasonably, failed to comply with directions, withdrawn late, or caused unnecessary expense. Costs decisions are entirely at the discretion of the Tribunal or Court.

If your matter involves a process where costs orders may arise, we will advise you about:

- when you may be ordered to pay the Home Office's or another party's costs,
- when you may be able to recover costs from the Home Office or another party, and
- how any such order interacts with our own professional fees.

Your Responsibility for These Costs

If a Tribunal, Court, or the Home Office orders you to pay costs, you will be personally responsible for paying those costs in full. These costs are separate from, and in addition to, our professional fees and disbursements.

You remain responsible for paying our professional fees in accordance with our Terms and Conditions regardless of whether you win or lose your appeal, judicial review, or civil penalty matter, and regardless of any external costs order made.

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If a potential costs risk arises, we will advise you as soon as reasonably possible. Some costs risks may arise unexpectedly or as a result of directions made by the Tribunal or Court, and advance notice may not always be possible.

9. **Success Fees and Outcome-Based Fees**

For certain limited immigration matters, such as fee waiver applications, complex or exceptional circumstances cases, and applications that require substantial work outside the Immigration Rules, we may agree a success fee or outcome-based fee structure.

This is not a Conditional Fee Agreement (CFA) and we do not offer CFA-style "no win, no fee" arrangements. Instead, where appropriate, we may offer a reduced initial fee combined with an additional success fee payable only if the application is successful.

Success-fee arrangements are offered strictly on a case-by-case basis following an assessment of the complexity, risk, and overall work required. Where we agree to use a success-fee structure, we will provide a separate written Fee Agreement that explains:

- the work included within the reduced upfront fee,
- the circumstances in which the success fee becomes payable,
- what work and costs are not included in the success fee arrangement, and
- the disbursements (such as Home Office fees, IHS, medical reports, translations, and counsel's fees) which remain payable by you in all cases.

Asuccess fee does not guarantee success and does not remove the requirement for you to pay disbursements or other charges that fall outside the agreed scope of work.

Unless a success-fee agreement is expressly confirmed in writing, your case will be charged in accordance with our standard fixed-fee or hourly-rate structure.

10. **Who Will Carry Out the Work**

All immigration matters are supervised by Mr Zia Khan, Principal Solicitor (admitted 2012), who has over 13 years of experience in immigration and public law. Our legal team includes solicitors, trainee solicitors, and paralegals who are trained in immigration work and operate under Mr Khan's direct supervision.

11. **Complaints and Regulatory Information**

We are committed to providing a high-quality service. If you have any concerns about our work, please first contact the person handling your case or email info@firstlawsolicitors.co.uk. Our Complaints Procedure is available at www.immigrationsolicitorsuk.co.uk/complaintspolicy.

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Ifyourcomplaint cannot be resolved internally, you may contact the Legal Ombudsman at the following details;

Website: www.legalombudsman.org.uk
Tel: 0300 555 0333
Email: enquiries@legalombudsman.org.uk
Address: Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ).

Beforeaccepting a complaint, the Legal Ombudsman will check that you have tried to resolve the matter with us first.

Immigration Solicitors UK (ISUK) is authorised trading style of First Law Solicitors Ltd. First Law Solicitors Ltd is authorised and regulated by the Solicitors Regulation Authority (SRA No: 665823). Our SRA digital badge is displayed on our website footer.

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