

[Name and address]

[Insert date]

By email: [Insert email address]

Our Ref: [Insert reference from IRIS]

Dear

**["Insert names of likely parties and description of work eg "Ms X v Company A, Employment law advice"]**

I refer to your recent email and telephone correspondence with [name of consultant/admin staff] and now enclose our client care pack which includes our client care letter, Standard Terms and Conditions, Additional Terms, Notice of Right to Cancel, [a List of Documentation Needed to Pursue a Claim] and our complaints procedure for your perusal.

Please read the documents carefully, print and sign two copies of the client care letter on page 3, retaining one copy for your own records and returning the other complete copy to the address at the top of the page.

With regard to ID documentation, to satisfy regulations that we must comply with we will require a certified copy of your current passport, driving licence, or national ID card confirming your ID, along with a copy of a utility bill or bank statement no older than three months, or a council tax bill for the current year confirming your home address. I would therefore be grateful if you would send copies of your certified ID documentation when you return the signed client care letter. Alternatively you can arrange an appointment at our main offices when you can bring in your ID documents to be copied. Please do not send original ID documents such as your passport, driving licence or national ID card in the post. Please do not hesitate to contact me if you have any queries or concerns.

[With regards to the List of Documentation Needed to Pursue a Claim please can you provide a copy of the documentation requested that you have in your possession. You will also need to sign the disclosure statements confirming that you have provided Nationwide Employment Lawyers with all the documents and information in your possession which is directly relevant to your claim. Please note that Nationwide Employment Lawyers will not be held liable in the event that you fail to provide or disclose any document or information which later becomes relevant to your claim.]

To set you up as a client and before any work can be done we will need to have in place signed Term and Conditions, proof of your identity and home address and a payment on account for the

Offices or meeting facilities at the following locations:

**London:** Berkeley Square, Canary Wharf, Clapham, Hammersmith, Holborn, Islington, Liverpool Street, London Bridge, King's Cross, Stratford, Victoria.  
**Birmingham, Brighton, Bristol, Cardiff, Croydon, Guildford, Hampstead, Kingston, Manchester, Milton Keynes, Reading, Richmond, Watford, Wimbledon.**

work to be done. We will send you details of how the payment on account can be made once in receipt of your ID documents.

[You should also note that based on the information that you have provided so far the deadline for submitting any claim to the Employment Tribunal would be [date]. You will need to contact ACAS and go through the Early Conciliation process of obtain an Early Conciliation certificate which you will need in order to submit any claim, so you will need to contact ACAS in good time before the deadline for submission of your claim. Once the Early Conciliation process starts it pauses the clock on the time limit for submission of any claim and can last for up to a month.

If the ACAS conciliator cannot get hold of either party; if either party (or their representatives) advise that they do not wish to take part in Early Conciliation; or if the conciliator believes that no resolution can be reached, the Early Conciliation Certificate will be issued. When the Certificate is issued, the time clock for lodging an Employment Tribunal claim restarts. ACAS can also continue to offer conciliation right up to the point that a final decision is made by the Tribunal in a claim. The Early Conciliation process is free and something that you can explore yourself. We can assist you with Early Conciliation; however we will charge a fee for our time.]

We look forward to hearing from you.

Yours sincerely

[Name]

**Nationwide Employment Lawyers**

**(This letter has been sent electronically and therefore bears no signature)**

Encs

VAT Registration No: 117 4849 00

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