

Appendix 1

ADMINISTRATIVE REQUIREMENTS FOR CIVIL REGISTRATION



Procedures are required for the following:

- opening, and closing of a file for civil legal assistance, and monitoring its status
- recording work carried out for the client, and all material advice tendered to the client as the case proceeds
- ensuring that all solicitors providing civil legal assistance remain acquainted with the regulations
- ensuring that all documents and other paperwork submitted to the Board are in order
- the control of incoming and outgoing mail
- the periodic review of a sample of cases being conducted under auspices of the civil legal assistance scheme
- the review of the conduct of a sample of cases conducted under the civil legal assistance scheme at the conclusion of the case
- dealing with complaints from the client, the Law Society or the Board arising from any civil legal assistance case
- submitting accounts to the Board and dealing with subsequent correspondence and queries, and recording the receipt of payment.
- ensuring that all members of the firm's administrative and support staff are aware of the firm's procedures and are observing them.