
CONTRACT FOR SERVICES

Terms of Business

Between
Employment Relations Advice and Solutions Limited

-and-

Client Name

Employment Relations Advice and Solutions Limited are a claims management company,
authorised and regulated by the Financial Conduct Authority

This agreement is made between Employment Relations Advice and Solutions Limited “e-RAS Ltd” (the company) of 32 Church Road, Great Stukeley, Cambs, PE28 4AL and [Name of Client} (the client) of Client’s address in relation to the supply of Employment Law advice, representation, support and advocacy, if required.

The Client will remain advised at all time of their ability to seek conciliation to resolve this claim at no charge or cost to them.

Terms

1. It is agreed that e-RAS Ltd will provide the Client with all legal advice, representation, advocacy and support relating to Employment Law. This includes undertaking communications, meetings, employment tribunal hearings and the negotiation of settlement on their behalf.
2. It is confirmed that work in relation to the clients will be carried out by Steve Ryan in the main; he may delegate work of an administration nature to junior consultants and administration officers if they are deemed sufficiently competent.
3. Any person who is not a party to the Agreement has no right to enforce any term of it, as such e-RAS Ltd will only act upon the instruction and in accordance with the client themselves. These instructions may be provided verbally or in writing.
4. Whilst the client has the right to seek further advice, this action is subject to any time limits within which a claim must be made, which is usually 3 months minus 1 day from the date of termination. *[This limit **may** be extended by ACAS pre-claim conciliation]*
5. If legal counsel or a barrister is required, e-RAS Ltd will be solely responsible for their engagement. No instruction will occur without the agreement of the client.
6. The work performed in this case for the Client will be undertaken on a [delete as appropriate and remove either clause 7 or 8 accordingly] 33% (inclusive of vat) no-win no fee basis or at the hourly rate of £60.00 + vat, this is based on the most cost effective route for the client.
7. For illustration purposes we can advise that an award of £1,000 would typically result in an amount of £330 payable by the client, an amount of £3,000 would result in £990 payable by the client and an award of £10,000 would result in an amount payable of £3,300.

8. The invoice to the client at the rate of £60.00 per hour + vat will be calculated in 15-minute units, taking into account all activities including telephone calls, emails, letters, face to face meetings and administration.
9. e-RAS Ltd provide their services for the benefit and information of the named client only. Advice provided to the client may not be disclosed to any third party without the prior written consent of e-RAS Ltd.
10. The Client should note that their continuing instructions in this matter will amount to an acceptance of our terms.
11. The client has the right to cancel this agreement within 14 days without provision of any reason and without any cancellation charge. The cancellation period will expire 14 days from the day after the day that e-RAS Ltd enter into this contract with the client.
12. The request to cancel must be in writing to the company's registered address or via email to office@e-ras.co.uk.
13. The contract may be cancelled at any time after the 15 day period by providing e-RAS Ltd with written notification of the request to withdraw from the agreement and the reasons why at which stage an amount based on the hours of work actually performed on behalf of the client will be payable at the rate of £60.00 per hour + vat, calculated in 15 minute units. All time spent will be clearly identified and provided to the client.
14. e-RAS reserve the right to withdraw their service if at any time it is found that the information provided to them in respect of any case or claim is wilfully untruthful or deliberately misleading.
15. If at any time you are dissatisfied with the service that you are receiving, please let us know by calling the office on 01480 896442 and speaking to Customer Services or you may email Customer.Services@e-ras.co.uk alternatively you may write to Customer Services at the Company's address detailed at the foot of this letter.
16. Your complaint will be acknowledged within 48 hours of receipt with details of the endeavours that will be undertaken to resolve matters for you. We shall respond to your complaint writing within 8 weeks, at which point we shall advise whether the complaint has been successful or if more time is needed to investigate, why this may be the case.
17. If you remain dissatisfied following our endeavours, you may take the matter up with the Financial Ombudsman Service. You can register a complaint via the following platform: <https://www.financial-ombudsman.org.uk/contact-us/complain-online> or you may raise a complaint by letter to the following address: **Financial Ombudsman Service, Exchange Tower, London, E14 9SR.**
18. You can be assured that the professional management of your case will not be impacted or affected by the bringing of a complaint.

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 On behalf of Date
 E-RAS Ltd

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 Name of Client Date