

DSO SERVICE PROVISION TIMESCALES

ACTION	TIMESCALE
Acknowledge receipt of instructions and advise the client of the lawyer allocated to the case	Within 5 working days of receiving instructions. We will also provide details of the terms of Litigation Service, if appropriate
Advise on progress on a case	Within 5 working days of request
Complete advice	Within 20 working days , or such earlier or later time as is agreed (or where litigation requires an earlier DSO response)
If advice is not available within 20 working days (or other agreed date) DSO will agree an updated delivery date	No later than five working days before the due date
Advice on, or drafting of, complicated statutory rules	Within agreed timescale
In litigation issues but before proceedings are commenced, DSO will respond	Within 5 working days of receipt of instructions and in any event before any deadline stated in the letter
In litigation issues after proceedings are commenced, DSO will respond	As soon as possible and in any event within 5 working days where litigation timetable does not request a faster response
In litigation issues, DSO will report on the outcome of a case and direction for payment of any award/settlement	Within 5 working days of outcome. We will also provide costs estimate information and advice on reasonable costs in a timely fashion, as agreed with the client.