



1. Expertise

- Check their online profile for experience and specialisms
- Look for relevant accreditations (e.g., APIL, AVMA for medical negligence)



2. Reviews

- Read reviews on TrustPilot
- Check Google reviews for client experiences



3. Comfort & Communication

- Do you feel comfortable discussing personal information with them?
- Do they listen, show empathy, and make you feel supported?



4. Fees & Funding

- Ask for all available funding options
- Ask how fees are calculated
- Request a fee estimate
- Check when payments are due
- Clarify what happens if your case is not successful
- Ask whether "no win, no fee" is available (if relevant)



5. Clarity of Advice

- Do they explain the law and your options clearly?
- Do you understand the next steps after speaking with them?