

The solicitors delivering Shine's Legal Service have all signed up to Shine's Code of Conduct. However, we cannot offer any guarantee on the information that the firms involved provide.

No liability will attach to Shine or any associated services.

Solicitor firms will

- Conduct themselves in a manner that upholds the reputation of Shine and the other firms of solicitors providing the service.
- Have specialist skills or experience in the area of law in which they are providing advice to Shine members and/or their families.
- Provide Shine members or their families with a free initial consultation and provide appropriate information about the firm to allow them to make an informed choice.
- Not put undue pressure on Shine members and/or their families to appoint the firm to act on their behalf, and will recognise their right to consider other solicitors prior to making a decision about who should represent them.
- Attend Shine training as appropriate to fully understand the needs, issues and aspirations of Shine members and/or their families.
- Treat Shine members and/or their families with the respect and sensitivity required in dealing with distressing and complex personal matters.
- Not act in conflict with the interest of their client and, when necessary, ensure that the client receives independent advice which will allow them to weigh up matters and exercise their own free will.
- Work in collaboration with other Shine Legal Service solicitors to deliver a service to Shine members and/or their families as part of Shine's service to members.

For more information about Shine's Legal Service, visit www.shinecharity.org.uk/legal

Shine's Legal Service is delivered in partnership with: