

THE CLIENT

Your name is Sarah, and you recently bought a DVD player costing £70 from a local electrical superstore. The DVD has never worked properly, but the store has refused to replace it or to refund the purchase price to you.

You are seeking advice because you wish to complain against the store.



THE LEGAL ADVISER

Make sure you advise Sarah:

- Which court will hear her case;
- How she should start the claim;
- How the case will be dealt with if the store defends the case.



THE CLIENT

Your name is Thomas and you have been badly injured at work as a builder.

You allege that the injuries were caused as the result of your employer's failure to take proper safety precautions.

You have calculated that your claim is worth around £20,000.



THE LEGAL ADVISER

Make sure you advise Thomas:

- Which court will hear his case;
- How he should start the claim;
- How the case will be dealt with if the company defends the case.



THE CLIENT

Your name is Vicky and you are claiming for an incident which took place a few months ago. You were sat in your living room one morning when a land cruiser belonging to Mr Careless came crashing through your living room window.

You sustained a head injury, knee injury and some facial scarring during the incident. There was also property damage amounting to £48,000. You work as a financial advisor for a large multinational company earning £80,000 per annum, and have been unable to work for 4 months due to the accident. You have also had to move into rented accommodation whilst your house was made structurally safe again and the repairs were carried out. These repairs amounted to £93,000.

You now wish to claim compensation for your physical damage and the consequent financial losses.



THE LEGAL ADVISER

Make sure you advise Vicky:

- Which court will hear her case;
- How she should start the claim;
- How the case will be dealt with if Mr Careless defends the case.



THE CLIENT

Your name is Imran and you wish to start an action for defamation against a national newspaper.

It was alleged in a recent edition that you have been attending The Priory for drug and alcohol addiction, when in fact you have been on holiday to the Maldives with your new girlfriend.

This bad publicity has caused numerous TV appearances to be cancelled and an offer of appearing on a reality show to be withdrawn.



THE LEGAL ADVISER

Make sure you advise Imran:

- Which court will hear his case;
- How he should start the claim;
- How the case will be dealt with if the newspaper defends the case;
- Explain how this case may be different from other civil actions.

