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| **Private & confidential**  **[Name of client]**  **[Address of client]** | **XX Law School Clinic**  **Email:**  **Telephone:** |

**Director of Clinical Programmes:**

**Clinic Administrator:**

**Date:**

**Client Reference:**

Dear **[Client’s name]**,

**[SUBJECT]**

Further to our letter of *[insert date of the post-interview letter, or last piece correspondence as appropriate – if there is any confusion consult with your supervisor]* we are now in a position to provide you with our advice.

**The facts**

As we understand it the facts of this case are: *[insert facts provided by your client; these should correspond with those included in your post-interview letter taking account of any additional information or corrections by your client]*.

**Your concerns**

From what you have told us you would like advice on the following: [*insert a brief synopsis of each of the issues the client would like advice on; again, this should correspond with the information included in your post-interview letter taking account of any additional information or corrections by your client]*.

**Our advice**

Based on the above information our advice is as follows: *[insert your / Law Clinic advice].*

**Moving forward**

Given this advice you may now wish to consider the following options; [*insert options as appropriate, these will vary according to the case but may include mediation, small claims court, employment tribunal etc.*]

We do hope that you find our advice and suggested action helpful. We are obliged to keep your file for [*insert number of years – the normal is 6 years but may be longer e.g. in the case of someone under 18. YOU MUST CHECK THIS FOR EACH CASE AND ENSURE THE CORRECT NUMBER OF YEARS ARE INSERTED*] years from the date of this letter after which it may be destroyed.

We encourage feedback from our clients and we would like to hear if you have any comments or suggestions about the service we gave you so that client needs and concerns can be taken into account in our service delivery plans. Please find enclosed a Client Questionnaire for you to complete and return; if you require a stamped addressed envelope or would prefer an electronic version please let us know as we would be happy to oblige.

Finally, thank you for consulting the Clinic. We do hope that you manage to resolve your legal difficulties in the near future. Should you need help in the future with any other matters, please do not hesitate to contact us.

Yours sincerely

**Clinic Solicitor** **Student Advisors**

Encs: Client Questionnaire Form

**[*Please include details where appropriate or delete if not appropriate*]**