


# RICHMOND LEGAL ADVICE SERVICE

**NOTE!** This form can be completed online - And then printed - **BUT** unless you have a full version of Adobe Acrobat (not the reader) or PDFX-Change, you will not be able to save what you have entered.

At some places you can choose from a drop down list—where there is a 

To go from field to field use TAB key (forward) or Shift-TAB (backward). If you start typing, the text appearing in field will be automatically delete (unless using a drop down list field).

**PLEASE:** Before completing this form, read our leaflet: “How we can help you”  
It contains information on what we can, and what we cannot, do for you.

<b>Your Name</b>	Mr / Ms / Mrs / Other title:		
	First name:		
	Last name:		
<b>Your Address</b>	Street		
	Town	Postcode	
<b>Telephone numbers</b>	Home		Mobile
	Email		
<b>Have you been to RLAS before?</b>	Yes	No	<b>About the same matter?</b>
			Yes
			No
			Today's date
How and/or where did you here about us?			
If RLAS needs to contact you, can it do so by		post	email
			telephone

**What type of problem are you facing?** (Select appropriate type of problem you are facing)

**Please give details of your problem**

**Provide as much relevant and factual detail as you can**

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## Aide memoire

- **Need to refer the client to a firm of solicitors?**
  - Have you checked our list of solicitors who undertake CLS-funded work?
  - Have you provided a copy to the client?
  - Have mentioned that many areas of legally aided help are not available in LB Richmond?
- **Is the client problem outside your areas of expertise?**—should another adviser be seeing the client?
  - Check the contact sheet sent with the rota for advisers' specialisms; and
  - when they are next giving advice
- **Is the client's problem more suitable to be handled by a CAB?**
  - If the client's problem relates to debt and/or welfare benefits then it is normally better for a CAB to deal with.
  - Check our list of local CABs, which notes the times/dates of opening.
  - Have you checked/given our debt note?

## Advice given

Adviser		Date
If you are making a referral, to whom?		