What we cannot help with

> **This version is not current.** It was in force from 1 July 2026 to 12 November 2026. Read the current version.

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We cannot carry out all work for you. There are some things we need to exclude. We can assist with management of work streams outside of scope in collaboration with a barrister, law firm or other third-party provider.

Reserved work
We cannot carry out Reserved Work. This is work reserved to the legal industry (solicitors and barristers). That is true, even if the person helping you is qualified as either or both a solicitor and/or barrister. The Legal Services Board explains which activities are reserved.

Anything outside our retainer
Anything not set out in our retainer with you. If you ask for work outside of the expected work required by the retainer, we will let you know and work out how that work can be completed.

Decisions on your behalf
We cannot make decisions for you. We are guides and help with advice. We may put forward our opinions but we cannot decide matters for you. You may make decisions based on our advice, but you may not rely on our guidance as advice.

Solicitor or barrister grade advice
Think ‘traditional legal advice’. We are a different form of legal services. The quality of our service should be high, but we are not governed by the SRA, or able to be reviewed by the Legal Ombudsman.

Other professional advice
For example, we do not advise on any financial regulation matters, accounting, tax, surveying etc, or any other professional advice.

Documents not in our precedent bank
Documentation we do not have already in our bank of precedents. If you need something we cannot provide, we can help you obtain it.

Anything unprofessional
Where we feel it may be unprofessional to carry out any work for you.

Conflicts of interest
Where we have an actual or potential conflict of interest.

Reasonable use
Our work, when a retainer is involved, is subject to a reasonable use policy. We will try our very best to never say ‘no’ to your requests, but we are humans too. Things take time and so an abundance of work from one client may take more time than expected. We will always discuss time frames with you.

Check our T&Cs

Always check our T&Cs (the ones you signed up to with us!) to make sure we are covering what we said we would. We will stick to that, so pull us up on it.