New Client Enquiry Form

Whitcombe Ashby Family Law LLP · Family law · Client intake form

BEFORE YOU START

Please answer as fully as you can. This form takes about 15 minutes. Questions marked **Required** must be answered so that we can check we are able to act for you.

Sending this form does not make us your solicitors. We will contact you within one working day to arrange a consultation.

If you or your children are in immediate danger, call 999. If you have a court date within the next seven days, call us now on 020 7946 0321.

Section A · About you

No.	Question	Answer
1	**Full legal name**	Short answer · **Required**
2	**Any other names you have used** For example a maiden name, a former name or a business name.	Short answer
3	**Date of birth**	Date · **Required**
4	**Home address, including postcode**	Paragraph · **Required**
5	**Mailing address, if different**	Paragraph
6	**Best phone number**	Short answer · **Required**
7	**Best time to reach you**	Choose one: Morning / Afternoon / Evening / Any time · **Required**
8	**May we leave a voicemail or send a text message?**	Tick any: Voicemail / Text message / Neither · **Required**
9	**Email address**	Short answer, email format · **Required**
10	**How would you like us to contact you?**	Choose one: Phone call / Text message / Email · **Required**
11	**Do you need an interpreter or any other support?** Tell us the language or the support you need. We will arrange it before any meeting or hearing.	Short answer

12	**Alternate contact: name, relationship and phone number** Someone we can reach if we cannot reach you.	Short answer
13	**May we speak to your alternate contact about your matter?**	Choose one: Yes / No / Only to pass on a message · **Required**

Section B · Your matter

No.	Question	Answer
14	**Please describe your situation in your own words** Take your time. Your own account matters more than any list.	Long answer · **Required**
15	**What do you need help with?**	Tick any: Divorce or ending a civil partnership / Money and property on separation / Arrangements for children / Child maintenance / Protection from harassment or violence / Cohabitation or pre-nuptial agreement / Something else · **Required**
16	**When did this start, or when did it begin?**	Date · **Required**
17	**Do you know of any deadlines or upcoming dates?** This is the question we read first.	Long answer, plus a date for the earliest one · **Required**
18	**Has anything been filed at court or served on you?** If yes, please upload it at question 45.	Choose one: Yes / No / Not sure · **Required**
19	**Which court is involved, and is there a case number?** A partial answer still saves us time.	Short answer
20	**Is a hearing booked? If so, when?**	Short answer, plus a date

Section C · Everyone involved

We check every name in this section against our records before we can act. It is required so that we avoid a conflict of interest.

No.	Question	Answer
21	**Full name of the other person in your matter** Your spouse, partner, former partner or the other party. This question cannot be skipped.	Short answer · **Required**

22	**Does the other person have a solicitor? If so, who?**	Short answer
23	**Names of everyone else involved** For example a new partner, family members with an interest, an employer or witnesses.	Long answer
24	**Any businesses connected to the matter** Please give the full registered name, not a trading name.	Long answer
25	**Have you, or anyone named above, used this firm before?**	Choose one: Yes / No / Not sure · **Required**

No.	Question	Answer
38	**Have you instructed another solicitor on this matter?** If yes, who, and has that ended?	Short answer
39	**Have you already received legal advice on this?**	Choose one: Yes / No

40	**How did you hear about us?**	Drop-down list: Friend or family / Another solicitor / Online search / Social media / Cafcass or the court / Other · **Required**

Section D · Your family situation

No.	Question	Answer
26	**Your relationship status**	Choose one: Married / Civil partnership / Living together / Separated / Divorced / Other · **Required**
27	**Date and place of your marriage or civil partnership**	Short answer
28	**Date you separated**	Date
29	**The other person's address and employer, if you know them**	Long answer
30	**Your children: names, dates of birth and where each lives now**	Long answer
31	**Current arrangements for the children** Who they live with, and when they see the other parent.	Long answer
32	**Existing court orders about you, the children or money**	Long answer
33	**Roughly what do you and the other person each earn?** Approximate figures are fine.	Long answer
34	**Your main assets, debts and pensions** Approximate figures are fine.	Long answer
35	**Has either of you already started court proceedings?**	Choose one: Yes / No / Not sure · **Required**
36	**Have you attended a mediation information meeting (a MIAM)?**	Choose one: Yes / No / Not yet / Not sure · **Required**
37	**Are there any safety concerns for you or the children?** If you are in immediate danger, call 999.	Choose one: No / Yes, in the past / Yes, now / I would prefer to talk about this by phone · **Required**

Section E · Before you came to us

No.	Question	Answer

41	**When are you free for a consultation?** Choose every slot that suits you.	Tick any: Monday, Tuesday, Wednesday, Thursday or Friday, each as Morning (09:00 to 12:00) or Afternoon (12:00 to 17:00) · **Required**

Section F · Consent and your signature

No.	Question	Answer
42	**I consent to being contacted by the methods and numbers I gave in Section A.**	Tick box · **Required**
43	**I understand that sending this form does not make Whitcombe Ashby Family Law LLP my solicitors and does not create a solicitor and client relationship.**	Tick box · **Required**
44	**I have read the firm's privacy notice.**	Tick box, with a link to the privacy notice · **Required**
45	**Upload documents: anything served on you, existing court orders, relevant paperwork** Please do not upload identity documents, bank details or a National Insurance number. We collect those through our secure portal once you instruct us.	Secure file upload
46	**I confirm that my answers are true and complete. Type your full name as your electronic signature.**	Short answer · **Required**
47	**Date**	Date · **Required**

How this form is built and routed

This section is for the firm, not the client. It records how the online version is set up.

Setting	How it is set up
Tool	Google Forms, with responses sent to a linked Google Sheet.
Sections	Six pages, A to F, in the order above. Section C is its own page so that nobody skips it.
Required fields	Every question marked Required. Question 21, the other person's full name, is always required.
Sensitive details	The form never asks for a National Insurance number, a full account number or a photograph of an ID.
Upload link	Question 45 uses the form's file upload, which requires the person to sign in to a Google account. People without one can send papers through the firm's secure portal instead.

Message shown on submit	Thank you for contacting Whitcombe Ashby Family Law LLP. We have your enquiry and we will contact you within one working day. If you have a court date in the next seven days, please call 020 7946 0321. If you are in immediate danger, call 999.
Setting	**How it is set up**
Auto-response email to the client	Subject: We have received your enquiry. Body: Dear (first name), thank you for contacting Whitcombe Ashby Family Law LLP. We have received your enquiry and we will contact you within one working day to arrange a consultation. Please bring any court papers you have. Sending the form does not make us your solicitors. Nkiruka Onyiri, Virtual Legal Assistant, on behalf of Helena Wycombe, 020 7946 0321.
Routing to the attorney	Every submission is emailed to Helena Wycombe on arrival and a line is added to the tracking sheet. The Virtual Legal Assistant logs the enquiry in the case management system the same day.
Urgent flag	An enquiry is urgent, and is never queued, when question 17 or 20 gives a date within seven days, or when question 37 is answered “Yes, now”. Escalate to the attorney by phone or tag straight away.
Approval needed	The wording of question 43 is set by the supervising solicitor and must be approved by her before the form goes live.

After a form arrives: the seven boxes

- Client information is logged in the case management system.
- The conflict check is run on every name in Section C and dated.
- The intake form is received and readable.
- Documents are uploaded and labelled using the naming SOP.
- The attorney has a one-page summary before the consultation.
- The consultation is scheduled and confirmed in writing.
- The intake folder is ready for onboarding if the client instructs the firm.