

Free-McKenzie-Friend.org

By signing this agreement, both parties acknowledge that they have read, understood, and agreed to the terms set forth herein. This agreement serves to outline the professional boundaries and expectations for the service provided, ensuring clarity and mutual understanding.

# General Introduction

A McKenzie friend is a non-lawyer who provides support and guidance to someone representing themselves in court (a litigant in person), helping them stay organised, calm, and focused during the legal process.

What they do: McKenzie friends can help with tasks like taking notes, organising documents, providing emotional support and helping to complete court forms and statements.

Who they are: They don't need to be legally qualified, and can be a family member, friend, or someone with legal knowledge.

What they can't do: McKenzie friends cannot address the court (unless agreed in advance by the judge or magistrates), examine witnesses, or act as a litigant's agent and any discussions cannot be construed as providing legal advice.

# Personal Introduction

Paul does not provide legal advice but has extensive experience of providing free, confidential, independent and impartial advice with Tameside Citizens Advice (personal debt, housing and welfare benefits); Greater Manchester Law Centre (health-related welfare benefits, housing and employment); The Booth Centre (homelessness and rough sleeping) and Support Through Court Manchester (civil family matters – specifically, child arrangements, non-molestation orders, housing, employment, general applications and money claims) over a period of eleven years from 2014 to 2025.

Paul cannot help with Appeals or Judicial Reviews, nor can he support with criminal matters and all clients must be permanently resident in the United Kingdom. If your issue is not one that Paul can help with, he will make every effort to point you in the right direction to a free service that can.

He has completed the extensive training with the Mckenzie Friend Service ([www.mckenziefriendservice.co.uk/](http://www.mckenziefriendservice.co.uk/)) and has an enhanced DBS (Disclosure and Barring Service) certificate No. 001645937565.

# Service Agreement

The agreed service between Paul Cosier and the Client is free of charge. The Client will never be asked to pay any amount to Paul Cosier but may - depending on their financial situation – pay part, or all fees directly to HMCTS (His Majesty’s Courts and Tribunal Services) in respect of submitting certain court applications and registered mediation practitioners. Clients will be liable for their own travel costs and any postage and printing.

Should the Client not have English as a first language, they must provide an interpreter for discussions with Paul (the appointment cannot go ahead without one) and must request the court to provide one for any hearings.

Service will be restricted to Child Arrangements (including specific issue orders and prohibited steps) and Non-molestation Orders in the Family Court; Money Claims (up to a maximum of £10,000.00 GBP) in the Civil Court, Employment and Possession Hearings in the Housing Tribunal and will be limited to tenants only.

A list of court forms that Clients can be helped with can be found on the website (www.Free-Mckenzie-Friend.org).

Accompanied attendance at hearings will be limited to Manchester Civil Justice Centre, Wigan County Court and Family Court, Stockport County Court and Family Court**\***.

In exceptional circumstances it may be possible to accompany Clients to Huddersfield County Court and Family Court.

It is Paul’s intention to maintain a small and manageable caseload and there is a small chance that court hearings could coincide – should this occur, depending on the type of hearing, priority would have to be given to one Client.

Clients who habitually fail to attend or are late for appointments without good reason will have service discontinued as will Clients who are physically or verbally abusive.

# Availability

Paul Cosier’s service is available by telephone, video link (MS Teams and Zoom) and in-person (i.e. attended) court hearings (see above**\***) between 09:30 and 16:00, weekdays only and will be unavailable on public holidays. Appointments must be booked by email in advance (paul@free-mckenzie-friend.org) and are subject to availability.

# Assistance Duration

There will be no set time limit for the Client to receive assistance from Paul Cosier and Clients can discontinue the service at any time in writing.

# Data Privacy and Security

Client personal information (e.g. email address, telephone number, case notes etc.) will be stored on secure servers in the cloud and will be retained for a predetermined set time: to comply with GDPR (General Data Protection Rules) and then removed.

After the conclusion of the final hearing (or earlier, if required, and by agreement between Paul Cosier and the Client) this information can be released to the Client upon written request.

# Signatures:

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P. Cosier

29th March 2025

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A. N. Other

Client

29th March 2025