



## Miyaad ku talo-jirtaa inaad Isticmaasho adeegyo sharciyeed?

Somali version of "Thinking of using legal services? What to expect"

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[\[https://upgrade.sra.org.uk/consumers/choosing/what-to-expect/community-languages/\]](https://upgrade.sra.org.uk/consumers/choosing/what-to-expect/community-languages/)

## Waa maxay Xukumada Nidaamka Qareenada (SRA)?

[SRA \[https://upgrade.sra.org.uk/home/\]](https://upgrade.sra.org.uk/home/) waa nidaam sharciyeed oo madaxbannaansan ee. Waxaan nidaaminaa:

- qareenada ka shaqeeyo England iyo Wales,
- shirkadaha looyar ee ka shaqeeyo England iyo Wales,
- maareyayaasha iyo shaqaalaha shirkadaha aan nidaamino,
- nooc kale oo gar-yaqaan oo shahaadada ka soo qatey dibedda, iyo
- dadka aan gar-yaqaan eheen laakiin maareeya ama qayb ka leh shirkad baxsho adeegyo sharciyeed.

Waxaan ballanqaadeynaa inaan badbaadino shacbiga annaagoo hubineynaa in qareenada iyo shirkadaha aan nidaamino ay ku shaqeeyaan si heer sare ah, iyo tallaabo ayaan qaadi doonnaa markii halisyo ku aqoonsano.

Wakiil kama nihin qareenada. Law Society (Guddiga Sharciga) ayaa ah ururka wakiil ka ah.

## Maxaan sameynaa?

Waxaan qaban-qaabinaa Shuruudaha iyo Habka Hawl-fulinta ay qareenada iyo shirkadaha aan nidaamino u baahan yihiin inay raacaan markii ay adeegyo sharciyeed bixinaayaan.

Waxaan nidaamka shuruudaha ku fulinaa annagoo eegeyno natiijada wax-qabad si aan u hubino in qareenada iyo shirkadaha looyarka aan nidaamino ay ku adeegaan hab daneynayaa macmiilkooda, iyo shacbiga intiisa kale.

Waxaan hubinnaa in kuwa aan nidaamino ay qabaan shahaado iyo caymis markii ay bixinaayaan adeegyo sharciyeed, annagoo:

- qaban-qaabineyno heer shahaado ee England iyo Wales,
- baareyno ururyada ardeyda barto sharciga wax bara si ay u noqdaan qareeno,



- qiimeyno haddii qareenada ku habboon yihiin bixinta adeegyada sharciga, iyo
- waxaan hubinnaa in qareenada dibedda ka yimaado ay ka bixi karaan heerkeena hawl-fulin.

Waxaan isticmaalna ciqaab sida bixinta digniin iyo ganaax, iyo shirkadaha ama dadka ayaan maxkamad saari karnaa. Kuwaani waxaan ku magacaabnaa [go'aamadeena nidaaminta](https://upgrade.sra.org.uk/consumers/solicitor-check/recent-decisions/) [<https://upgrade.sra.org.uk/consumers/solicitor-check/recent-decisions/>], iyo waxaan kuwaani ku qornaa boggeena internetka.

## Miyaad igu caawin kartaa xulashada qareen?

Kuma siin karno talo sharciyeed ama kuuma sheegi karno qareenka aad isticmaali kartid.

Waxaan bixin karnaa macluumaad si lagugu caawiyo xulashada qareen, oo ku jiro:

- waxaad boggeena internetka ka heli [kartaa qareen ama shirkad looyaar](https://upgrade.sra.org.uk/consumers/instructing/) [<https://upgrade.sra.org.uk/consumers/instructing/>],
- sida aad waxa ugu fiican ka heli kartid talo sharciyeysan, iyo waxaad ka filan kartid qareenka, iyo
- faah-faahinta wax-qabadka nidaamkeena ee "[Diiwaanka Baaritaanka Qareenada](https://upgrade.sra.org.uk/consumers/solicitor-check/)" [<https://upgrade.sra.org.uk/consumers/solicitor-check/>] " ku qoran boggeena internetka.

## Maxaan u baahanahay inaan eego haddii aan isticmaalo qareen?

Haddii aad isticmaashid qareen ama shirkad looyar aan annaga nidaamino waa inaad:

- hesho macluumaadka aad u baahan tahay si aad u sameeyso go'aan aqoon leh oo ku saabsan adeegga, iyo qofta loo baahan yahay inuu ku siiyo adeeggaas,
- ogow inta uu ku fadhiyo iyo sida qiimaha loo xisaabiyo, iyo ha lagu siiyo sharraxaad cad oo ku saabsan kharashka lagugu soo dallaci doono,
- ka hel adeeg fiican xirfadleyaal shahaado leh iyo si fiican u tababaran oo raaco shuruudaha sharcigeena,
- ka hel adeeg talo-bixiye mudnaan siiyo dantaada iyo ixtiraamo sirta xaaladdaada,
- waa inaad cabasho ka sameeyso – shirkada looyarka ama Gar-yaqaanka Madaxbannaansan (Legal Ombudsman) haddii aad dhibaato la kullanto,



- shirkadda looyarka ama shirkada caymiso ka hel magdhow – haddii la ogaado inuu khalad dhacey iyo xaq u leedahay magdhowga,
- ku tasho qareenkaaga ama shirkaddaada looyarka inay kuu gudbiyaan qof ama shirkad kale oo shaqada kuu qaban karo,
- waa in lagu sheego haddii labada dhinac ka faa'iidi doonaan (lacag ahaan ama hab kale) gudbintaas, iyo
- hubi in SRA tallaabo qaado haddii la ogaado in qareenka ama shirkada gar-yaqaanka aysan la kulmin heerka.

## **Ka warran haddii aan rabo inaan beddelo qareenkeyga?**

Qareenkaaga wuxuu qabaa xaqqa uu ku haayo warqadahaada ama faylkaaga ilaa aad ka bixiso biilkaaga.

Haddii aad go'aamiso intii lagu jiro kala-barka kiiskaaga inaad beddesho qareenkaaga laguma siin doono faylkaaga ilaa aad lacagtooda ka bixiso.

## **Ka warran haddii qareenkeyga lacagteyda ku maqan yahay?**

Haddii aad lacag lumiso, taasna sabab u yahay khayaanada qareenkaaga, ama haddii ay bixin waayeen lacag aad adiga leedahay, waxaa suurto gal ah in [Khasnaddeena Magdhowga](https://upgrade.sra.org.uk/consumers/problems/claim-papers/) [\[https://upgrade.sra.org.uk/consumers/problems/claim-papers/\]](https://upgrade.sra.org.uk/consumers/problems/claim-papers/) ku caawin karo.

Macluumaad kani ku saabsan waxaad ka heli kartaa boggeena internetka - [www.sra.org.uk/claim](http://www.sra.org.uk/claim) [\[https://upgrade.sra.org.uk/claim/\]](https://upgrade.sra.org.uk/claim/).

## **Waxaad xirtey xafiiska qareenkayga - maxaan sameeyaa?**

Marmar waxaan xirnaa xafiis qareen, haddii xafiiskaas laga tegey, dadka iska lahaa dhintey ama u maleyno in shaqo xun halkaas ka jiro (tusaale ahaan qareenka ahaa qof taxadar la'aan ah ama sameynin waxyaabaha uu mas'uul ka yahay).

Waxaan ku siin doonnaa macluumaadka aad u baahan tahay si aad dib u soo ceshato faylkaaga, dokumentiyadaada ama lacagtaada.

## **Waxaan dhibaato ku qabaa qareenkeyga - maxaan sameeyaa?**

Waa inaad marka horey cabasho ka sameyso qareenkaaga ama shirkadda looyarkaaga. Ma sii socodsiin kartid cabashadaada haddii



aadan marka horey sidaas sameynin.

Markii aad isku tijaabiso inaad si aan rasmi eheen ayaga kala xiriirto arrinta waxaa suurto ah inaad sidaas ku xalliso dhibaataada. Haddii uu kani shaqeyn waayo, qareenkaaga ayaa ku siin doono macluumaad ku saabsan hab-socodkooda cabashada.

Markii aad cabasho sameyso waxay kuu sheegi doonaan sida ay wax uga qaban doonaan cabashada iyo goorta ay ka jawaabi doonaan. Qareenkaaga sii fursad uu ku xalliyo cabashada. Caadi ahaan wuxuu u baahan doonaa siddeed usbuuc.

Talooyinka sida cabasho loo sameeyo iyo waqtiga loo baahan yahay in lagu sameeyo waxaad ka heli kartaa [bogga internetka Gar-yaqaanka Madaxbannaansan](http://www.legalombudsman.org.uk/) [<http://www.legalombudsman.org.uk/>].

Haddii aad horey cabasho ka sameysey qareenka ama shirkadda looyarka iyo aysan cabashadaada ku xallinin sida aad jeceshahay, waxaad la xiriir kartaa Gar-yaqaanka Madaxbannaansan si uu kuu caawiyo. Telefoon ka wac (0300 555 0333) ama u dir email [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk).

## **Marka loo baahan yahay inaad qareen ka soo dacweyso SRA**

Badanaa cabashooyinka qareenada waxay ku saaban yihiin adeeg hooseeyo iyo waxaa loo baahan yahay in loo diro Gar-yaqaanka Madaxbannaansan. Haddii Gar-yaqaanka Madaxbannaansan u maleeyo in kiiskaaga ku saabsan yahay jebinta Shuruudaha ay anaga nala geleen, markaa way nala soo xiriiri doonaan.

Haddii cabashada aad soo sameyso ku saabsan yahay adeegga hoose ee qareenkaaga, waxaan kuu gudbin doonaa Gar-yaqaanka Madaxbannaansan. Ma qabno awoodda aan ku bixinno magdhow, ama ku yareyno ama dib-u-celino kharashkaaga sharciyeed.

Hase-yeeshee, waa inaad si toos ah nala soo xiriirto haddii aad u maleyso in shirkad looyar ama qof walba aan annaga nidaamino ay jebiyeen Shuruudaha SRA.

Waxaa jiro habab kala duwan aad macluumaad nagu soo diri kartid:

- soo buuxi [foomkeena warbixinta](https://upgrade.sra.org.uk/globalassets/documents/consumers/report-solicitor-form.docx) [<https://upgrade.sra.org.uk/globalassets/documents/consumers/report-solicitor-form.docx>].
- [ama email u soo dir](https://upgrade.sra.org.uk/contactus) [<https://upgrade.sra.org.uk/contactus>], ama
- [xaruunteena xiriirka ka soo wac](https://upgrade.sra.org.uk/contactus) [<https://upgrade.sra.org.uk/contactus>]

## **Su'aalo kale miyaad qabtaa?**



- eeg boggeena internetka si aad macluumaad dheeraad ah iyo taageerid ka hesho:  
[www.sra.org.uk/consumers](https://www.sra.org.uk/consumers) [<https://upgrade.sra.org.uk/consumers/>]
- [Nagala soo xiriir email](https://upgrade.sra.org.uk/contactus) [<https://upgrade.sra.org.uk/contactus>]
- [Nagala soo xiriir telefoon](https://upgrade.sra.org.uk/contactus) [<https://upgrade.sra.org.uk/contactus>]