

BOTT & CO
SOLICITORS
FLIGHT DELAY • PERSONAL INJURY • HOLIDAY ILLNESS

Press Kit

About Bott & Co

Who are we and what do we do?

Company Profile

Bott & Co is a multiple award-winning specialist consumer rights solicitors firm based in Wilmslow, Cheshire with particular expertise in personal injury, flight delay and holiday illness claims. The company was founded in 2001 by David Bott, Paul Hinchliffe and Gary Froggatt and was one of the first law firms to be granted Alternative Business Structure (ABS).

We are the leading law firm in the UK dealing with flight delay compensation claims. We've accepted claims for over 120,000 passengers. We have settled claims for 86,370 passengers which amounts to around £29.5 million recovered since the department was established in February.

We won [two landmark cases](#) - Huzar v Jet2.com and Dawson v Thomason Airways Ltd at the Court of Appeal in 2014, opening up the floodgates for millions of people to recover flight delay compensation where they had been previously unable to do so.

Bott & Co employ 105 staff and a quarter of those staff have received funding for training or career development from the company via The Bott Academy. The business had a turnover of £11.1m in 2015/16.

Bott & Co is committed to delivering a great value and high quality legal service. We put our customers at the heart of everything we do and strive to maintain ethical conduct at all times.

Vision, mission & purpose

Our vision

To set the benchmark for the delivery of personal injury and consumer legal services

Our mission

To self-generate new business through recommendations and company reputation based on customer experience

Our purpose

To enhance our customers legal experience by taking ownership of their problem and offering exceptional service backed by the latest technology

Company values

Our values here at Bott & Co inspire our actions and generate a positive result for our business partners, clients and colleagues. Our values inspire our people and benefit our partners.

We believe in:

- Knowing our sector and our business partners inside out to deliver what's expected of us
- Working hard and harnessing efficient processes to be the best at what we do
- Being measured against service levels that meet the business goals of our clients
- Creating a framework for our employees to thrive and provide the best service for clients
- Using technology to reduce our impact on the environment and working towards a carbon-neutral future for everyone's benefit
- Being relevant and important to our clients by making them better in some way

David Bott (Senior Partner)

David Bott is the Senior Partner of Bott & Company. David established the firm with Paul Hinchliffe and Gary Froggatt. The trio shared a vision they remain committed to today, namely to provide an unrivalled service to individual clients.

David is passionate about the ethos of putting clients first. At Bott & Co, a claimant will be treated as an individual and will talk to a real person. Bott & Co is down to earth and we want what our clients want; to get the best settlement, in the quickest time, through the use of great IT and personable lawyers. 99% of all our clients who fill in client feedback forms would recommend us to friends and family, so David is rightly proud of the firm and its people.

David trained at a general high street practice in Stockport. After qualifying, he worked as a commercial litigator at Keoghs in Bolton (a defendant insurer practice). In 2001, David was a founding member of Bott & Co.

Association of Personal Injury Lawyers (APIL)

He is a Past President of APIL, having been President from April 2011 until April 2012.

David was elected to the Executive Committee of APIL in April 2006 and continues to sit on the Executive Committee.

He was the APIL representative on the Calibration Tool for Damages set up by Lord Justice Jackson.

As well as being an APIL representative, David has been on the MedCo board since May 2015.

Law Society

David was elected to the Executive Committee of the Legal Management Section of the Law Society in April 2006 and sat on the committee until 2012. He was Vice Chairman of the Legal Management Section for two years.

David was a member of the Law Society Civil Justice Committee and sat as the APIL representative on the Law Society Council between 2008 and 2010.

Charity

Since 2005, David has been a member of the fundraising board and organising committee of the Spinal Injuries Association Cornflower Ball (held in Manchester each spring).

Paul Hinchliffe (Managing Partner)

Paul Hinchliffe is Managing Director at Bott & Co, which he co-founded in 2001 with David Bott and Gary Froggatt. Paul leads Operations, IT and Human Resources.

Paul sees his primary role as maintaining and developing the infrastructure necessary to support the firm's key asset – its people – and supporting their commitment to delivering the highest standards of client care. As one of three members of the Management Board of Bott & Co, Paul is responsible for the running of the business at an operational level.

With a keen interest in technology, Paul oversees the practice's substantial investment in leading-edge IT systems and focus on quality standards. This has allowed Bott & Co to constantly reduce case lifecycles, to the point where over two-thirds of cases are now settled within nine months – an achievement recognised by the Law Society Lexcel Practice Management Standard.

With his HR hat on, Paul says: "Our key resource is the great team of people that work at Bott & Co. We have internal training programmes to assist in the development of our own talent. Our excellent record of staff retention is a great source of pride across the whole firm."

"I love my job and it matters to me that we make a real difference to the lives of our clients. Both passengers with delayed or cancelled flight claims and accident victims need a firm they can trust to fight for them."

Paul is keenly aware of the competition flooding into the personal injury sector of law and therefore is constantly striving to improve the productivity of the firm. "I am always looking at ways of improving the way we run individual client matters and at better serving our work providers. Through careful monitoring of the MI we produce we can fine tune the business to maintain our high levels of productivity and client service."

"I am proud of what we have achieved in just a year in flight claims, setting up the team from scratch. We won the leading two cases in this country at the Court of Appeal in May 2014 and each of those decisions impacted on billions of pounds worth of claims for passengers."

Paul is a keen Manchester City fan.

Gary Froggatt (Finance Partner)

Gary heads up the Accounts and Finance at Bott & Co and is responsible for all aspects of financial control.

He heads up a small team collectively tasked with everything from the preparation of monthly management accounts through to legal cashier, purchase ledger, payroll and pensions.

Gary is committed to preparing the financial plans with the highest degree of accuracy and is responsible for ensuring the business remains adequately funded in order to achieve its operational and strategic objectives.

Gary lives in Wilmslow and is married with 3 children.

Career

Gary began his career at Ferranti Engineering a FTSE 100 Company in 1983 as Trainee Accountant qualifying 5 years later. After taking a year off to travel he resumed his career at another FTSE 100 Company, Invensys.

He feels fortunate to have had the opportunities to work in such demanding environments requiring the highest levels of corporate governance.

Gary has been at Bott & Co 16 years since helping to establish the company back in 2001.

Andrew Peters (Legal Manager)

Andrew is a solicitor who specialises in civil litigation with a particular emphasis on personal injury and consumer rights.

He is a member of both the Association of Personal Injury Lawyers (APIL) and the Law Society.

Andrew has extensive experience across a wide range of civil litigation matters including personal injury, breach of contract, product liability and aviation.

His personal injury experience relates largely to accidents on the road and in the workplace and he has a special interest in motorbike accident compensation claims. He has been involved in cases of substantial value and complexity, worth in excess of £1 million. He is currently pursuing damages on behalf of clients who have suffered injuries of a very severe nature and his current case load includes individuals who have suffered brain injury and amputation as a result of their accident.

He is involved in the day to day management of Bott & Co and sits on the Practice Management Board. He has particular responsibility for the Liability, Multi Track and Holiday Illness teams.

With regard to travel litigation, Andrew was an integral founding member of the flight delay compensation department and had managerial responsibility for that department during its inception. He is now focusing his attention on holiday accident and food poisoning claims.

He lists his favorite career moment as winning a hard-fought appeal against British Airways involving the interpretation of what constitutes an accident under the terms of Article 17 of the Montreal Convention 1999. Notable successful aviation cases include:

- Singhal v British Airways
- Anderson v Easyjet
- Wagman v Excel Airways
- Bell v Excel Airways

Away from the office, Andrew enjoys spending time with his family, playing football and golf and traveling.

Career history

Prior to joining Bott & Co, Andrew spent two years at a substantial regional firm specialising in claimant personal injury and clinical negligence matters. This was followed by three years at Keoghs, representing several of the UK's largest insurers at this major defendant practice. A desire to ensure access to justice for the individual and to work to secure proper compensation for those wronged through no fault of their own led Andrew to join Bott & Co in 2002 where he has represented only individual claimants ever since. A science graduate of the University of Bath, Andrew qualified as a solicitor in 1999, following an initial career as a physics teacher.

Tony Tierney (Legal Manager)

Tony holds a senior management and operational role at Bott & Co and deals with many complicated and catastrophic injuries including the highest value claim in the firm, which settled for in excess of £1million.

Tony started his legal career in 1994 working for Addleshaw Goddard (then Addleshaw Sons and Latham), specialising in Commercial Debt Recovery and Insolvency. Thereafter Tony joined James Chapman and Co, a leading North West law firm dealing with Commercial Recovery and Defendant Personal Injury matters.

He joined Bott and Co at its formation in 2001.

Tony has direct responsibility for The RTA Department, in addition to the Credit Hire and LVI/Fraud teams.

Tony holds a senior management and operational role at Bott and Co and deals with many complicated and catastrophic injuries including the highest value claim in the firm, which settled for in excess of £1 million.

In addition to his managerial role, Tony specialises in dealing with serious and catastrophic cycle accident cases.

He is involved on a day to day basis in driving efficiency through the business in light of the constant challenging and changing legal environment. He is also heavily involved in retaining and furthering relationships with the firm's main providers of work.

Outside of work Tony enjoys cycling, he is particularly proud of raising over £10,000 for Cancer Research whilst cycling from Lands End to John O'Groats.

Susan Luya (IT & Information Manager)

A business-led and solutions-driven IT and Information Manager with a successful background in B2B, B2C in the legal sector. Susan is commercially-aware, with a broad range of IT experience managing a complex integrated network and reporting environment.

Susan takes a strategic approach to successful IT leadership, engaging with key business stakeholders and third parties, delivering cost appropriate IT solutions and business process change via emerging technology solutions.

Susan is also a member of the Practice Management Board and is involved in the day to day running of the firm.

A strong Prince 2 project management background with additional ITIL awareness and strong experience of the application of best practice frameworks, tools and methods.

Susan has much experience in driving change management, business transformation, IT service transition, IT strategies, technology road maps, knowledge management, remote working, SolCase and Visualfiles case management, Crystal Reporting, IT upgrades and systems migration, and delivers added business value & ROI through the use of technology.

Product and service information

Personal Injury Claims

Road Traffic Accident Claims

Around 200,000 people in the UK are involved in a road traffic accident each year. Unfortunately, the effects of road traffic accidents can have long lasting or even life changing consequences.

With the core of our business centered firmly around our highly experienced road traffic accident claims division, we can offer clients the superior level of legal advice they are looking for.

Bott & Co provides experienced, professional legal representation for all types of road traffic accident claims including whiplash injury claims, car accident claims, motorcycle accident claims and bicycle accident claims.

Employers' Liability/Professional Liability

Bott & Co's work accident compensation department has helped thousands of employees through the compensation claims process. We handle claims for retail staff, factory or office workers, warehouse operatives and construction workers amongst others. We have dealt with all types of EL/PL claims, but the majority revolve around accidents and incidents such as:

- Injuries suffered from unsafe industrial activities
- Accidents from defective machinery
- Back injuries from lifting
- Slips, trips and falls on dangerous surfaces
- Incorrect or inadequate safety clothing and equipment

Flight Delay Compensation

Bott & Co is the UK's leading flight delay compensation specialist. We have accepted claims for over 120,000 passengers and settled claims for 86,370 passengers which amounts to around £29.5 million recovered.

An estimated 1.5% of all flights in/out of the UK are delayed by more than three hours or cancelled each year and so are potentially claimable under the terms of the regulation.

EU Regulation 261/2004

Flight compensation, or to give it its full name - Regulation (EC) No 261/2004, gives passengers the right to claim compensation if their flight is cancelled, delayed, they are rerouted or they miss their connection. Travellers are entitled to claim if they reach their final destination more than three hours after the scheduled arrival time. To claim for your flight, you must be departing from an EU airport or be arriving at an EU airport on board an EU airline.

The airline does have one defence to compensation claims: Extraordinary circumstances. Airlines don't have to pay if delays are caused by things sabotage and terrorism, severe weather conditions, or industrial action.

You can claim between €250 and €600 flight compensation per passenger. The amount of compensation is fixed depending on how long your delay was and how far your flight was. EU261 aims to compensate passengers for lost time and the inconvenience of a delay.

Holiday Sickness Claims

We've created a dedicated team to help people recover compensation following an illness or accident abroad that wasn't their fault. The most common types of claim include food poisoning on package and all-inclusive holidays, slips and trips, bedbugs and accidents on board planes and at sea.

If you book a package holiday through a UK tour operator, most of the major parts of your trip will be covered by The Package Travel, Package Holidays and Package Tours Regulations 1992. These regulations say that the tour operator is responsible for all the different parts of your package holiday. This means that your transport, accommodation and food whilst on holiday are all covered by British legislation.

To make a holiday illness claim under the Package Holidays Regulations 1992, you have to be able to prove the tour operator showed a lack of reasonable care and skill in the supply of your holiday. The regulations say the expected standard of skill and care will be considered in relation to the reasonable standards in the country where the accident happened.

Charitable involvement

Bott & Co supports a number of charities which are close to our heart.

Every year staff get together to take part in the Manchester to Blackpool charity bike ride to raise money for Cancer Research and The Spinal Injuries Association. We've also been known to don our pinnies in the name of charity, with our fundraising bake-offs for Macmillan and Cheshire East Hospice always proving popular.

We donated £10,000 to local charity Wilmslow Wells for Africa to celebrate our 10th anniversary and gave £3,000 to the Wilmslow High School senior sports teams for equipment.

Other charitable giving includes regular internal events and fundraising for local and national charities, anonymous donations to community centres and food programmes during December, donations to Alzheimer's Society, DebRA, The Christie and we've also donated £7,500 to the Motor Neurone Disease Association.

Awards

Over the past few years we have worked hard investing in new, streamlined IT systems, strengthening our Marketing team and a developing our Client First Response team to provide you with a better service at every step of your claim. We are proud to say our efforts have been recognised throughout the industry and we are flattered to have won a number of leading legal awards, including:

- 2015 Manchester Legal Awards - Small Firm of the Year
- 2015 Manchester Legal Awards – Associate of the Year
- 2015 Claims Innovation Awards – Best Use of Technology
- 2015 Modern Claims Awards – Legal Team of the Year
- 2015 Modern Claims Awards – Marketing Campaign of the Year
- 2015 Modern Claims Awards – Technology Initiative of the Year
- 2014 Modern Law Awards – Client Care Initiative of the Year
- 2014 Modern Law Awards – Marketing Campaign of the Year
- 2014 Manchester Legal Awards – Small Firm of the Year
- 2014 Manchester Legal Awards – Associate of the Year
- 2014 Law Society Excellence Awards – Excellence in Client Services (Highly Commended)
- 2014 Law Society Excellence Awards – Excellence in Marketing & Communications (Finalist)
- 2014 The Lawyer Management Awards – Best Technology Project
- 2014 Law Society Excellence Awards – Excellence in Business Development & Innovation
- 2013 Modern Law Awards – Team of the Year
- 2013 Modern Law Awards – Rising Star
- 2010 ILEX Employer of the Year

Accreditations

- Solicitors Regulation Authority
- Investors in People
- Lexcel
- Association of Personal Injury Lawyers

Logos, Photos & Infographics

Photos & Infographics

If you reproduce any photographs or infographics sourced from our website or downloaded from our media pack please credit the image to Bott & Co <http://www.bottonline.co.uk>

Bott & Co Logo

It is essential that our brandmark is used correctly and consistently across all applications. Master digital artwork of the brand is available to download from our Media Pack. Please attribute use of the logo to Bott & Co <http://www.bottonline.co.uk>

The logo may only be used with prior consent from the Bott & Co Communications team.

Brandmark minimum size:

The Bott & Co brandmark should never be reproduced at a size smaller than 30mm in width, as shown below. This will ensure the legibility of the strapline.

Please take note of the following rules when using the brandmark:

- Never modify the brandmark
- Never try to recreate the artwork
- Never create patterns or backgrounds with the brandmark
- Never stretch or distort the brandmark in any way
- Never use another typeface within the brandmark
- Never put a box around the brandmark
- Never use non-approved colours on the brandmark
- Never alter the angle of the brandmark
- Never leave out any of its elements or use them separately

The recommended and preferred position of the brandmark is the top left corner. In exceptional circumstances, the brandmark can be positioned in another corner of an item preferably bottom right. Only when a corner is not available or appropriate should the logo be positioned in another place. Ideally, the brandmark should be as close as possible to the edge of the page or border as permitted by the exclusion area.

Communications Team

If you have any questions about Bott & Co or would like further information please contact our Communications Team.

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