



Client Service Charter

Our commitments to you:

Listening

- ❖ We are committed to listening, understanding and helping you achieve your goals
- ❖ We will ask you what you think about our service which may include asking you to complete a client satisfaction survey.

Communication

- ❖ We will avoid jargon and use Plain English explaining any necessary legal terms
- ❖ We will communicate with you in the way you prefer
- ❖ We will tell you how long we expect things to take and update you regularly on progress
- ❖ If you contact us you can expect a response or an acknowledgement to inform you of the timeframe for a full response within one working day
- ❖ If the issue is more time sensitive or you tell us you need a response in a particular timeframe we will endeavour to meet your requirements.

Looking after you

- ❖ All our clients are valued and important
- ❖ We will let you know who will be working with you and give you their direct contact details
- ❖ We will let you know what to do if you need to contact us out of office hours
- ❖ We are committed to providing service that takes into account all your needs – not just the matter in hand
- ❖ We will be friendly, approachable and professional.

Fees

- ❖ We will be open and transparent about our fees at all times, providing fixed fees where possible
- ❖ Where not possible, we will give you the best information that we can on the likely total cost of your case at the outset
- ❖ Should anything alter we will contact you before we incur any additional costs
- ❖ Any bill we send you will be clear and itemised, showing the work done and amount charged.

Our people

- ❖ Our firm is committed to ensuring that our clients are central to everything we do
- ❖ We will ensure our people are properly resourced and have the appropriate training
- ❖ When assigning the right person to your case we will take into account your needs, expectations and budget
- ❖ We are committed to looking after our people because happy people do better work
- ❖ Our firm is regularly audited to ensure we maintain the high standards required to maintain the quality marks we hold
- ❖ We will check we are providing excellent service by regularly monitoring client satisfaction with and asking clients what they think.

To provide you with excellent service, we need you to

- ❖ Tell us what your objectives are and be clear about your expectations
- ❖ Respond as soon as possible to any requests for information
- ❖ Let us know straight away if anything changes

- ❖ Work cooperatively with us to set and achieve realistic timescales
- ❖ Appreciate that we have to follow a strict professional code of conduct
- ❖ Help us to keep working for you by paying our invoices on time
- ❖ Let us know if we are not providing you with the service you expected.

If things go wrong

- ❖ If things go wrong or you are less than happy with our service please tell us immediately – we welcome your feedback as it helps us provide a better service
- ❖ If we cannot resolve the problem we will let you know who to contact with your concerns.