

## 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 Feedback Questionnaire

#### 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 we will respond or acknowledge receipt of your communication promptly; wherever possible 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 hours
- We are committed to providing excellent service that takes your needs into account
- 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 cost
- Any bill we send you will be clear, describing 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 providing a positive working environment for our people
- 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 mystery shopping 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 expect

### **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. You may also like to see our Complaints Procedure which is also on our website