

Client Service Charter

We are a member of LawNet, which is a group of over 70 independent law firms across the United Kingdom. All LawNet firms have a common belief in quality, growth and success in order to constantly improve effective delivery of service. LawNet firms share best practice to help achieve this.

We hold the LawNet Mark of Excellence which demonstrates our commitment to providing our clients with the very best standards of care and advice. This Client Service Charter is part of that commitment.

Our commitments to you

Listening

- We are committed to listening, understanding and helping you achieve your goals.
- We will agree in advance the level of service you require.
- 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, 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 of 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 are committed to providing excellent service that takes your needs into account.
- We will be friendly, approachable and professional.

Fees

- We will always be open and transparent about our fees, providing fixed fees where possible.
- Where fixed fees are not possible, we will give you the best information that we can on the likely total cost of your case at the outset.

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- We will give the most accurate information possible about costs at every stage. Should anything alter, we will contact you before we incur any additional costs.
 - 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.

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.