

# Client Care Policy

## 1. Policy Statement

The following policy outlines the firm's commitment to creating a better present and future for our people and our clients.

We invest in our people to ensure that they are all experts at what they do. Their expertise means that our clients receive the very best service.

## 2. Who is covered by the policy?

This policy applies to all individuals working at all levels including directors, consultants, administrative and support staff, temporary staff or any other person associated with us.

## 3. Our Service

We will strive to provide outstanding legal services accompanied by the highest professional standards of client care. We continually monitor our performance and conduct regular reviews of our systems and procedures to refine and improve our standards of client care.

We recognise that while excellence in legal work is our core function, this must be accompanied and supported by the highest standard of professional conduct and client care. The Firm aims to ensure that clients' expectations are managed and met by taking the time to understand, not assume their needs, communicate in a simple and clear manner and to deliver a service that exceeds their expectations.

To that end, we will

- Offer our services in a pleasant and comfortable environment.
- Agree with our clients in advance the level of service they require.
- Represent clients' interest.
- Always act professionally.
- Give our clients clear legal advice that they can understand.
- Provide letters to clients written in plain English and explain any legal terms or references.
- Keep clients' business confidential.
- We will comply with the Data Protection Act 2018 to safeguard our clients' data and will action any request they send concerning their data within the prescribed timescale.

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- Ensure that we have the resources and expertise to deal with every matter.
  - Ensure our clients understand what they are undertaking (including the prospects of success and risks) and the possible costs involved.
  - Inform our clients of the progress on their file and important dates to remember in relation to their matter.
  - Give our clients the most accurate information possible about costs at every stage.
  - Only charge our clients what has been agreed in writing in advance.
  - Provide a prompt response to all telephone calls, emails and correspondence.
  - Deal with any questions or queries promptly.
  - Act in accordance with the Solicitors' Code of Conduct 2019 and other relevant regulatory requirements.

#### **4. Client Care Letter**

Once we have agreed to act for a client, we will send them a client care letter, incorporating our General Terms of Business, which, amongst other things, explains in detail: -

- the level of service they will receive.
- the name of the person responsible for their matter.
- that person's position in the firm.
- where appropriate, the name of the supervisor responsible for overseeing and monitoring the matter.
- details of our complaint's procedure.

#### **5. Identity Checks**

We are dedicated to transparency, integrity, and regulatory compliance in all our client interactions. We therefore have a comprehensive client and matter onboarding process designed to meet our regulatory obligations while providing a smooth and efficient experience. Our process involves collecting and verifying the information that our clients have provided, as well as verifying our client's identity, assessing risk factors, and conducting due diligence to mitigate the risks of money laundering, fraud, and other financial crimes.

All information provided will remain confidential and will not be shared outside of the firm without the client's consent.

#### **6. Equality and Diversity**

We encourage equality of opportunity and respect for diversity in our relationships with clients and others. We will also comply with its obligations to ensure reasonable adjustments are made for vulnerable clients.

#### **7. Referrals to Third Parties**

On occasion our clients may need the services of a third party, for example another legal professional or financial advisor. In such circumstances we may recommend a third party that is able to provide the service required. When we make a recommendation to our client we will: -

- Provide the client with information about the third-party supplier and the service they offer, including an estimate as to cost where possible.

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- Inform the client that they are under no obligation to use the third party we recommend and are free to use a third party of their choice.
  - Confirm that we do not receive any fee or incentive for providing the recommendation.

We will not pass any client information to the third party unless the client asks us to do so. Any information provided to the third party will be limited only to that which they need to provide the required service.

## **8. Feedback and Testimonials**

In order that we can continually improve our service, we actively encourage and value feedback from our clients as it gives us the opportunity to check and improve our standards.

In addition, we monitor and evaluate any client complaints to identify and address any shortcomings and failings in order that we can strive continually to improve our standard of service.

## **9. Monitoring and Review**

The Directors will monitor and review the policy annually to monitor its appropriateness and verify its effective operation.