



Our Client Service Charter

It is our aim to ensure that you are more than satisfied with our service and that we exceed your expectations. We understand the law but we also want to make certain that we understand you and your needs.

What you can expect from us

We will:

- Aim to establish an excellent working relationship with you by putting your interests first, treating you courteously and respond to you within the timescale we agree;
- Keep your matter confidential at all times;
- Be open, honest, fair and impartial, and will not discriminate;
- Work as a team and accept responsibility for our actions;
- Ensure that your matter will be handled by competent staff and inform you who that will be;
- Give you advice that is legally correct, and relevant to your needs;
- Explain what your costs are likely to be, advise you of any changes to this as the case proceeds, and keep you up-to-date with all material developments.

Our service standards

We have set the following service standards:

- When you instruct us on a new matter, we will open a file and assign it to a member of staff within twenty four hours;
- We will acknowledge incoming emails and letters within three working days if we consider a response to be necessary;
- We will give you advance notice of all court hearings and material appointments as soon as we know them;
- You can leave voicemail messages for all members of staff at any time. We will return telephone calls promptly and in any event within twenty four hours. If a member of staff is out of the office we will make this clear and indicate when you can expect a response.

What we ask of you

We ask that you:

- Are honest and frank with us about what you hope to achieve;
- Provide us with clear and full instructions;
- Notify us as soon as possible of any changes in your circumstances e.g: change of name, address, telephone number, email etc.;
- Provide all evidence requested by us to satisfy anti-money laundering requirements;
- Pay our invoices on receipt and provide funds promptly when asked by us to cover disbursements;
- Report any concerns immediately to the member of staff handling your case.

Concerns

Should you be dissatisfied with any aspect of our service, and cannot resolve this with the person handling your case, we have a [complaints procedure](#) which you can access via our website. There you will also find details of how to complain to the Legal Ombudsman if you are not satisfied with our handling of your complaint.