

Our purpose is to deliver excellent legal services with a human touch.

We are passionate about being open and honest with our clients and are committed to talking to clients in terms everyone understands. We avoid using legal jargon and we always work with care and compassion to ensure our clients feel comforted, assured and well aware of all of their options.

We always put our clients first and we work hard, using original, informed thinking to come up with solutions that will work for you. We are dedicated to building lasting relationships with clients, based on trust and integrity. We know that our clients need prompt, accurate, tailored advice and our lawyers are always approachable, accessible and sympathetic to clients own constraints, worries and priorities, whilst retaining a professional outlook.

This client charter outlines our commitment to our clients and how we will work with you.

Listening

- We are committed to listening, understanding & 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 communicate with you in the way you prefer
- We will tell you how long we expect things to take & update you regularly on progress
- If you contact us we will respond or acknowledge receipt of your communication promptly
- 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 & important
- We will let you know who will be working with you & give you their direct contact details
- We will let you know what to do if you need to contact us out of office hours

Fees

- We will be open & transparent about our fees at all times, 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
- 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 & amount charged.

Our people

- We are committed to ensuring that our clients are central to everything we do
- We will ensure our people are properly resourced & have the appropriate training
- When assigning the right person to your case we will take into account your needs, expectations & 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 & asking clients what they think.

We need you to

- Tell us what your objectives are & 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 & 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.

