



WADDINGTON  
TURNER WALL  
*Solicitors*

## OUR CLIENT CARE POLICY

Everyone in our firm is committed to providing a first class service to you, our client. Our Client Care Policy describes what this commitment means in practice and what you can expect from us. In brief:

- **We will always try to ensure that we put you first.**
- **We aim to achieve the very best results for you.**
- **We will always act professionally.**

In order to achieve the highest standards of client care, the staff of Waddington Turner Wall (WTW) Solicitors will:

- provide you with a high quality, professional and consistent service, delivered in a timely manner and taking into account your needs and circumstances;
- always act in a respectful and courteous manner;
- always treat you fairly;
- be open and honest;
- give clear and concise legal advice;
- use plain English wherever possible and explain any legal terms or references;
- provide you with clear information about how your case will be managed and if there are alternative courses of action, such as mediation, we will provide you with the relevant details;
- represent your best interests and act with integrity;
- ensure they communicate effectively and, wherever possible, in a format that suits you i.e. letter, telephone, email, text, fax;

- act in accordance with the Solicitors' Code of Conduct 2011 and other relevant regulatory requirements;
- provide you with the details of any costs involved (in some cases this will be an estimate), and provide regular updates on the costs incurred or in circumstances where the costs are likely to increase from the original amount advised e.g. to cover the costs of an expert or barrister;
- provide a number of payment options so that you can choose an option that best suits your financial situation and therefore avoid unexpected and/or large one-off invoices;
- advise you if interest is going to be incurred on an outstanding balance;
- inform you that the complaints procedure is available in paper form or downloadable from the WTW website. This includes all the relevant details about the Legal Ombudsman.

### **Client Care Letter**

At WTW Solicitors, once we take on your case we issue a client care letter which explains in detail the level of service you will receive. In addition, we will name the person responsible for your case, their position in the practice and their qualifications. Where appropriate, we will also give the name of the supervisor responsible for overseeing and monitoring that case. If in the future there is any reason to complain about the service you have received then the details of our Client Care Manager will be provided.

### **Feedback & Testimonials**

In order that we can continually improve our service, we actively encourage and value feedback from our clients. We will, in the future, use new methods to gain this feedback, including client satisfaction surveys.

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

*This policy will be assessed annually as part of the Waddington Turner Wall Solicitors review of client care.*