

Vulnerable Clients Policy

We strive to provide a positive experience of the legal process for all our clients.

It can be difficult to comply with certain legal obligations when you find yourself in vulnerable situations.

We understand that periods of vulnerability can be short-term, long-term, and sometimes recurring. You may experience vulnerability during particularly difficult periods, while for others it may be from longer term challenges.

There are a wide range of factors that contribute to vulnerability, including but not limited to:

- physical or mental health problems,
- financial circumstances,
- changes in life circumstances - such as bereavement, divorce or becoming a carer.

To support you during any legal process, we will do all we can to:

- Regularly review our policies.
- Deliver professional services to all clients.
- Train our colleagues to better support vulnerable customers.
- Make sure best practice is shared.
- Understand your situation.
- Make sure our communication is effective.

Our promise

We promise to work with you during these difficult periods to make sure you can access our legal services in a way that suits your needs.

Regularly reviewing performance

To make sure we're constantly improving our business practices for client care, we'll regularly review our policies.

Providing a professional service

We'll try to make sure our communication is always effective. We will seek to provide a professional service, and to be flexible in our approach - within the limits set by legislation.

We recognise the importance of identifying, supporting, and offering solutions for vulnerable customers.