

Client Service Charter

Firms with the LawNet Mark of Excellence are committed to providing their clients with the highest standards of care and advice.

Our Communication Commitment

We believe that clear communication is the foundation of a successful relationship.

- **Plain English:** We will endeavour to avoid jargon and explain legal terms clearly.
- **Responsiveness:** If you contact us, we will acknowledge your communication promptly
- **Proactive Updates:** We will tell you how long we expect things to take and update you regularly.

Looking After You

You are more than just a case to us; you are a valued client.

- **Personal Welcome:** Whether you visit us or call, you can expect a friendly and individually tailored welcome. We will connect you promptly with the right legal expert.
- **Direct Access:** We will tell you who is working on your case and provide their direct contact details.
- **Absence Management:** If your main contact is away, we will notify you in advance. For unplanned absences, a colleague will monitor messages to ensure your matter continues to progress.
- **Vulnerability & Inclusion:** We take into account any vulnerabilities and will make appropriate adjustments, such as home visits, to ensure our services are accessible to you.

Transparency on Fees

We want you to feel in control of your legal costs

- **No Surprises:** We will be transparent about fees, providing fixed fees where possible.
- **Clear Estimates:** Where fixed fees are not possible, we will provide you with the best possible estimate at the outset. We will keep you updated on costs throughout your matter.
- **Itemised Billing:** Every bill will be clear and itemised, showing exactly what work was done and the amount charged. For long-running matters, we will provide cost updates at least every six months.

Our People & Quality Standards

To provide excellent service, we invest in the people who deliver it.

- **The right expert:** We assign staff based on your specific needs, expectations, and budget.
- **Continuous Improvement:** We are regularly audited (ISO 9001, Lexcel, CQS) to ensure we maintain our quality marks. We also use mystery shopping and surveys to monitor our performance.
- **Positive Environment:** We believe that happy, well-resourced people do better work. We are committed to providing a supportive working environment for our team.

Our Partnership: What We Need from You

To achieve the best results, we view our relationship as a partnership. We ask that you:

- **Be Clear:** Tell us your objectives and expectations at the start.
- **Be Prompt:** Respond to requests for information or documents as soon as possible.
- **Be Open:** Let us know immediately if your circumstances or goals change.

- **Be Cooperative:** Work with us to set realistic timescales and pay invoices on time so we can keep working for you.

If Things Go Wrong

We value your feedback, even when it is difficult to hear.

- **Immediate Feedback:** If you are unhappy with our service, please tell us immediately. It helps us improve.
- **Resolution:** If we cannot resolve a problem directly, we will provide you with the details of who to contact to escalate your concerns.