

## Charter 3

# THE CLIENTS CHARTER

Whatever service you need, you have the right to be treated with care and professionalism by us. The Client's Charter is your guide to what to expect from us in terms of customer care.

### Working together

Whilst we have various duties to you as a client we can only give our best advice and service if the information you give us is accurate and complete.

### We will:

- put your interests first when representing you;
- be polite and considerate in our dealings with you;
- find out from the start what you are hoping to achieve, and aim to make sure that your expectations are realistic;
- make every effort to explain things clearly, and in terms you can understand, keeping jargon to a minimum;
- agree with you the type of service you can expect to receive;
- tell you who will be handling your work;
- keep you informed of costs throughout so that you can work out if a particular course of action is worth following financially;
- respond to your letters and phone calls;
- tell you about any developments and update you on progress as work proceeds;
- give you a clear bill explaining the amount charged;
- treat you fairly, and not discriminate against anyone; because of his or her race, sex, sexual orientation (sexuality) or disability; and
- keep what you tell them confidential, and refuse to act for anyone else if doing so could compromise that confidentiality.

This is a summary of the main rules and principles that apply.

### What to do if you have a complaint

Most people have a good experience when dealing with us, but things do sometimes go wrong. That is why there is a clear and effective complaints procedure in place. Every office has their own complaints procedure, and you should use this procedure first before going elsewhere. If this does not provide a satisfactory resolution, you should complain to:

A full list of people and organisations to whom 'clients' can escalate their complaints. This includes addresses and telephone No's where necessary.