

## CLIENT CARE GUIDE

### GETTING THE BEST FROM US - A GUIDE FOR OUR CLIENTS

#### Your main contact

Your instructions are being looked after by (Name of *Conveyancer*) at our Office who is a Solicitor/Licensed Conveyancer.

If unavailable his/her Secretary will be pleased to take a message for you.

The Supervising Partner in your matter is (*Supervising Partner*)

### OUR SERVICES

#### Our commitments to you are as follows:

- a We aim to reply to all correspondence promptly.
- b At the outset, we will confirm in writing to you within 24 hours of case instructions:
  - . your instructions to us
  - . standard client care documentation
  - . any advice we have given
  - . what action we will be taking
  - . when you are next likely to hear from us
  - . what action we need you to take
  - . the best information we can provide on likely costs and how these will be met
  - . any further information we need from you
- c During your matter we will:
  - . keep you informed of progress
  - . reply to all phone calls within 4 working hours
  - . reply to all correspondence received by fax/post within 24 hours of receipt
  - . reply to all email correspondence within 4 working hours of receipt
  - . adhere to the agreed milestone plans within 2 working hours of stages being achieved
  - . update case milestone plans within 2 working hours of stages being achieved
  - . update matter codes with any key event in the transaction within 2 working hours of stages being achieved
  - . in any event update the client notes section on the system at least every 7 days to ensure clients and agents are fully aware of the up to date position
  - . to use the agreed forms of precedent and procedure as may be decided upon by the panel from time to time
  - . advise you of any delays and explain the reasons
  - . explain the effects of any important documents
  - . if you so wish, send you copies of important letters
  - . explain any staff changes which will affect your matter
- d At the end of your matter we will:
  - . write confirming the conclusion of it
  - . explain any continuing consequences
  - . render our bill as promptly as possible
  - . account to you for all money due to you
  - . forward to you at your request any papers and property to which you are entitled, subject to any right to retain them if our bill has not been paid

### HOW YOU CAN HELP US

- a Give clear instructions
- b Tell us if you have any important time limits
- c Make sure that we have understood each other correctly. Ask if you are not sure about anything.
- d Deal promptly with any important questions that arise.
- e Keep in regular contact. Don't feel afraid to ask for a progress report if you are worried about anything or do not hear from us when you expect.
- f Help us to plan our working day. Please make an appointment if you want to see someone. We suggest that you avoid unnecessary calls and appointments - the more time we spend talking to you or writing letters, the more your matter will cost. You are welcome to send a fax or E-mail to save expense.

### OUR COSTS

We will be pleased to provide you with information on costs at any time. Russell & Russell is committed to meeting the current Law Society's Written Professional Standards and recommended practices.

Enclosed with this guide is an information sheet setting out the basis of our charging rates and/or the likely costs including details of our payments terms and our right to charge interest on unpaid bills. If you don't receive this information, please ask us.

### COMPLAINTS PROCEDURE

We hope that our service to you will always be of the highest standard. Tell us if you feel that you are not receiving the service you hoped for. We want to know if you are dissatisfied. We can try to put things right, and will look into it promptly and thoroughly.

- a In the first instance, tell the person who is looking after your matter.
- b If you are still dissatisfied, tell the Supervising Partner named above. It would be helpful if you could put your concern in writing, keeping a copy for yourself, explaining what action you want us to take. The Supervising Partner will then contact you confirming your complaint and what we will be doing about it. This will be at no extra cost to you.
- c If you feel your concern remains unresolved, ask for the matter to be referred to the Senior Partner.
- d If you are still not satisfied you can get help from the Office for the Supervision of Solicitors. You can telephone the OSS on 01926 8210082 for advice on whether or not you have grounds for complaint.

### OFFICE HOURS

Our Office is open 9.00 a.m. to 5.00 p.m. each week day however appointments outside normal hours can sometimes be arranged. We will also visit the elderly and infirm at home if requested.

**KOOLMOVE**

**01204 375375**

**Russell & Russell**  
S O L I C I T O R S

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