



## Our commitment to you

### About us

Gardner Leader is committed to providing the best possible experience for people using our services. We know that whatever it is that we are doing for you, the main things that you want from us are peace of mind and a clear understanding of how we will help you achieve your objectives.

We are a member of LawNet, which is a group of over 70 independent law firms across the United Kingdom. All LawNet firms have a common belief in quality, growth and success in order to constantly improve the effective delivery of service. LawNet firms share best practice to help achieve this.

We hold the LawNet Mark of Excellence which demonstrates our commitment to providing our clients with the highest standards of care and advice. This Client Service Charter is part of that commitment.

### Our promises to you:

#### Listening

- We will listen, understand and help you achieve your goals, reflecting what matters to you
- We will ask for your feedback on our service to help us improve – this may include asking you to complete a client satisfaction questionnaire

#### Communication

- We will use plain English and avoid jargon, making sure we explain any relevant legal terms effectively
- We will communicate with you in the way that you prefer
- We will keep you informed of how long we believe things will take and give you regular progress updates
- We will acknowledge any contact within one working day and if we cannot provide a full response at that time, we will give you a timescale for when we will do so
- In more urgent or time sensitive matters, or if you ask for a response within a specified time, we will do our best to achieve that



## You and your work

- All of our clients matter to us
- We will tell you who will be working on your matter and their contact details
- Where necessary, we will make arrangements so that you can contact us out of hours
- We aim to establish a relationship with you so that we can consider all your needs, not just the matter in hand
- We will be friendly, approachable and professional

## The cost of your work

- We will give you pricing options because we know that different people have different priorities
- We will always look at options which enable us to share the risk with you, such as fixed fees
- Where we cannot agree a fixed price, we will always give you the best estimate of cost that we can and keep you updated if that changes
- We will set out the scope of the work so that you know what we are (and are not) doing for you, and agree any scope changes with you
- We will be open and transparent about pricing
- Unless we have agreed a different arrangement with you, we will send you bills at regular intervals so that you are not faced with one large bill at the end

## Our people

- We only employ people who are committed to delivering peace of mind in line with this Charter and who we believe our clients will enjoy working with
- We will give those people the resources and training they need
- We will reflect your needs, expectations and budget when allocating the appropriate person to look after your work
- We take pride in having happy, engaged people working for us



## Quality

- Like all LawNet firms, we are regularly audited to an objective, external quality standard
- We will maintain high standards by checking our level of service through analysis of client feedback and mystery shopper exercises
- We welcome all constructive feedback which will help us improve our service
- If things go wrong or you feel we are not delivering on the commitments in this Charter – please tell us immediately so that we can address this
- If we cannot resolve any issues informally, we have a formal complaints procedure and we will let you know who to contact to use this

## How you can help us deliver an excellent service

- By telling us your objectives and expectations
- By responding as soon as possible to any requests for information (including the ID we need for anti-money laundering purposes and without which we cannot start working for you)
- By making sure you tell us all relevant information
- By telling us straight away if anything changes
- By working with us to set and achieve realistic timescales
- By understanding that as well as our commitments to you, we also have to follow various legal and compliance requirements laid down by law and the professional code of conduct which all solicitors must follow
- By helping us to keep making progress on your work without delay by paying all invoices and requests for money on account promptly
- By holding us to the commitments in this Charter and telling us if we are not achieving them



*Newbury Office*

White Hart House  
Market Place  
Newbury  
Berkshire  
RG14 5BA

*Maidenhead Office*

First Floor  
7 Frascati Way  
Maidenhead  
Berkshire  
SL6 4UY

*Thatcham Office*

Winbolt House  
The Broadway  
Thatcham  
Berkshire  
RG19 3HX

T : 01635 508080  
F : 01635 521341  
[gardner-leader.co.uk](http://gardner-leader.co.uk)