



## **Our Service Standards**

We are committed to providing you with a first rate, cost effective and quality service with which we hope you will be completely satisfied. In this document we set out details of the service levels we expect to provide. We characterise our service standards under the headings of Commitment, Courtesy, Confidentiality, Communication and Cost.

### **Commitment**

We will seek to provide you with a service that is better than our competitors.

When you first instruct us, we will let you know the partner who will have overall responsibility for your matter and details of the person dealing with your matter on a day-to-day basis, together with details of how to contact them. We aim to ensure that your matter is dealt with by us at the right level of expertise.

We will progress your matter in an appropriate manner. At the outset, we will give you information about likely timescales for the matter overall where possible. Where this is not possible, we will give you information about likely timescales for the initial steps.

### **Courtesy**

We will treat you with courtesy and respect at all times.

Only if it is unavoidable will we change who is handling your matter and, when this happens, we will notify you of the change and make the necessary arrangements for the handover. We will not charge you for any time incurred arising from this change. On occasions the person dealing with your work will be absent from the office due, for example, to illness or holidays. We will give you advance warning of this when possible, with details of who can be contacted during their absence. In the case of an unexpected and prolonged absence, someone will contact you to make arrangements to progress your matter.

### **Communication**

We will confirm with you how you wish us to contact you and will use your preferred method of contact wherever possible.

We will take active steps to progress your matter, including sending chasers and reminders when appropriate, and keep you regularly informed of progress, unless specifically instructed to the contrary.

We will respond to your communications as swiftly as possible and as follows:

**Telephone calls:** We provide details of direct telephone numbers to facilitate telephone communications. Where the person will be away from their telephone for some time, a voicemail message will provide alternative contact details, or a message can be left which will be returned in the timescale indicated in the voicemail message.



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solicitors

We aim to return all your telephone calls within 24 hours (excluding weekends and bank holidays), if not the same working day.

**Emails/letters:** We welcome and encourage communication by email. We aim to acknowledge receipt of emails requiring a response within 24 hours (excluding weekends and bank holidays). We aim to deal with emails which require action within 4 working days. Where we cannot carry out the required action within 4 working days, we will send an acknowledgement and indicate the likely timescale for carrying out the work. Where the person you have emailed is absent you will receive a notification saying when they will be back. If you prefer to write to us by post we will assume the communication is less urgent and will deal with it within 7 working days.

If you need to contact someone urgently and they are not available, please contact another member of the department dealing with your matter. You can find a link to all the departments of the firm with contact details [here](#).

**Confidentiality**

We do not discuss client details outside our professional environment and do not disclose any details relating to you or your matter to another person or organisation without your express or implicit authorisation, unless required to do so by law or as set out in our Privacy Policy ([here](#)) and our Terms of Business ([here](#)).

**Cost**

We will provide you with an estimate of costs at the outset of a matter and aim to give full and transparent information about our fees. We update estimates at regular intervals and discuss with you any circumstances that alter or impact on the estimate given. We aim to carry out work for you at the appropriate level of expertise to ensure that we are cost effective.

**Feedback**

These service standards are the minimum standards we aspire to and we hope to exceed them and your expectations of us. If you feel that you are not receiving our promised level of service, please contact the person dealing with your matter first or the partner with overall responsibility for the matter, who will be happy to discuss any concerns you may have.

To help us continue to meet our clients' needs and expectations, we routinely seek and value feedback. As such, at the conclusion of your matter, you may be asked to provide feedback via one of two online platforms. Where preferred, a questionnaire, that can be returned online or by post, is also available.