

OUR CLIENT CARE & QUALITY POLICY

Reynolds Parry Jones is committed to delivering a service which will be seen by our clients at all times as being of a high standard. Our objective is to maintain our reputation of offering a high-quality service in all matters and everything the firm does.

Our comprehensive range of services has been established and developed to help our clients achieve successful outcomes to their personal and business challenges. **Our commitments to you:**

Listening

- We are committed to listening, understanding and helping achieve goals; and
- We will ask what each client thinks about our service including using a client satisfaction survey.

Communication

- We will communicate with you in plain language;
- We will ask you how you prefer us to with you;
- We will provide you with a timescale at the outset of how long we expect things and keep you advised as to progress;
- We will regularly keep you updated with cost information;
- We will advise you of any reasonably foreseeable circumstances and risks that could affect the outcome of your matter.
- We will respond to all telephone calls and correspondence from clients in timely and professional manner. Where the matter is urgent this will be given priority.

Looking after our clients

- From the moment you make initial contact with the firm whether that be by telephone, website or visiting our office we will ensure that the service you are provided with is friendly and efficient. We will connect you with/arrange for you to meet a relevant member of our team promptly, who will take time to understand your needs and requirements. We have detailed policies and procedures in place which set out for our personnel how all new enquiries must be dealt with.
- We will at all times maintain confidentiality in respect of new enquiries and existing clients.
- Each client is valued and important;

- We will inform you at the outset of who will handle your matter;
- We will treat you fairly and with respect
- We are committed to excellent service that takes clients' needs into account; and
- We will be understanding, straight-forward and professional, including being friendly and approachable.
- We will exercise the same level of care in relation to potential clients as we do for actual clients.
- We will ensure that before taking on a client we have the sufficient resources and competence to deal with the matter
- Where we have to refer you to any third party for a service the firm does not provide, we will ensure that you are referred to a party that has been approved by the firm, where possible. All our personnel are required to follow the firm's procedures when making referrals.
- We will try to establish early on if a potential client is vulnerable having regard to mental capacity or age, disability, incapacity or duress. Where we assess a client as being vulnerable, we will make reasonable adjustments accordingly. All personnel follow the firm policy on dealing with vulnerable clients to ensure that the best possible service is provided.

Fees

- We will be open and transparent about our fees, providing fixed fees where possible;
- Where not possible, we will give the best information we can on the likely total cost of each matter at the outset;
- Should anything change, we will contact the client before we incur any additional costs; and
- Any bill we send will be clear, describing the work done and amount charged.

Our people

- Our firm is committed to ensuring that our clients are central to everything we do;
- We will ensure our people are properly resourced and have the appropriate training;
- We will take into account the needs, expectations and budget of the client when assigning the right person to a matter;
- We are committed to providing a positive working environment;
- Our firm is regularly audited to ensure we maintain the high standards required to maintain the quality marks we hold; and
- We will check we are providing excellent service by mystery shopping and asking our clients what they think.
- We maintain and expect all our personnel to follow our policies and procedures which form part of our quality management system. We strive to continually improve our systems and review its effectiveness regularly.

If things go wrong

- In the unlikely event of things going wrong, or a client being less than happy with our service,

we need to be told immediately – we welcome feedback as it helps us provide a better service; and

- If we cannot resolve the problem, we will say who to contact with any concerns.