

Client Charter

www.eatons-solicitors.co.uk



The Yorkshire Legal Awards 2014

HIGHLY COMMENDED



Leeds
Oxford House,
Oxford Row,
Leeds, LS1 3BE

Bingley
120 Main St,
Bingley, BD16 2JJ

Ilkley
18 Church Street,
Ilkley, LS29 9DS

Bradford
The Old Library,
34 Darley Street,
Bradford, BD1 3LH

Otley
Wharfebank Business Centre,
Ilkley Road,
Otley, LS21 3JP

Tel: 0800 998 1155
enquiries@eatons-solicitors.co.uk
www.eatons-solicitors.co.uk

Client Charter



The staff at Eatons, across all departments, at every level, have worked together to draw up a statement of our aims, values and levels of service to enable you to understand what you can expect from us.

- We will put your interest first and give you clear advice, with an estimate of the costs, provided by highly trained professionals, who are committed to delivering the best outcome possible.
- We will be polite and considerate in our dealings with you and treat you fairly, and we would ask the same of you.
- Emails, letters and telephone calls will be given a prompt and courteous acknowledgment.
- You will be able to communicate with our offices a minimum of between 9.00am and 5.30pm and at other times by prior appointment.
- We always welcome feedback, good or bad, to help us improve our service to you. Feedback can be given by email, telephone, letter or via the website (www.eatons-solicitors.co.uk). We will also send you a questionnaire to complete at the end of your matter.
- We will strive to continually improve our standards and keep our charter under review. We have quality assurance procedures and systems in place, which are regularly reviewed.
- We will progress your matter as quickly as possible and inform you of the up to date position and future timescales on your case, on a regular basis.
- We will represent you in accordance with all professional codes of conduct and act with honesty and integrity.
- Where we ask you to provide information and documents we will ask you to supply these promptly to help us give you the best service we can.
- We will not act for anyone else, if doing so would cause a conflict of interest.

**For sound expert legal advice,
trust Eatons Solicitors**