

# Client Charter

[www.eatons-solicitors.co.uk](http://www.eatons-solicitors.co.uk)



The Yorkshire Legal Awards

HIGHLY COMMENDED



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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 5pm 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](http://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.