

## Client Charter

As a leading regional firm Ellisons Solicitors strives to develop long-lasting relationships with our clients and provide them with the best quality service, wherever they are based. For over 250 years we have listened to and learned from our clients, so you can rest assured that our highly experienced teams will always tailor their advice to your specific needs.

We are authorised and regulated by the Solicitors Regulation Authority and recommended by the Legal 500 rankings, as well as by Chambers UK for Essex and East Anglia. We are also fully accredited by Lexcel, the Law Society's International Standard for excellence in legal practice management and client care, and are part of the international Allott Group association, meaning we apply our exceptionally high service standards on all matters whilst making the most of our extensive network of contacts.

To read our detailed Terms & Conditions, please click here:

[http://www.ellisonssolicitors.com/pages/misc/ellisons\\_terms\\_and\\_conditions](http://www.ellisonssolicitors.com/pages/misc/ellisons_terms_and_conditions)

### 1. Service standards

We want you to know that your matter is important to us, which is why we can confidently promise that:

- We will update you by telephone, email or letter with progress on your matter regularly.
- We will communicate with you in plain language and explain any legal jargon.
- We will explain to you by telephone, email or letter the legal work required as your matter progresses.
- We will update you on the cost of your matter and the likely timescales for each stage, as well as on any important changes in those estimates
- We will update you on whether the likely outcomes still justify the likely costs and risks associated with your matter whenever there is a material change in circumstances.
- We will continue to review whether there are alternative methods by which your matter can be funded.
- We will review your matter regularly.
- We will advise you of any changes in the law.
- We will advise you of any circumstances and risks of which we are aware or consider to be reasonably foreseeable that could affect the outcome of your matter.

### 2. How you can help us help you

You can play a very important part in helping us to deal with the matter efficiently, quickly and economically by:

- Giving us clear instructions
- Telling us in good time if you have important time limits
- Making sure we have understood each other correctly, asking us if you are not sure about anything
- Dealing promptly with any important questions which may arise
- Keeping in regular contact, including asking for news of progress if you did not hear from us when you expected to.

We will always work with you to provide you with the best possible service at the best price. Your satisfaction is our utmost priority so if for any reason you are not happy with our services, please let us know as soon as possible.

For a detailed account of our complaints procedure, please refer to our Complaints Handling Policy, available here: [http://www.ellisonssolicitors.com/pages/misc/complaints\\_handling\\_policy](http://www.ellisonssolicitors.com/pages/misc/complaints_handling_policy)

Finally, we always look forward to improving our services, so your feedback is greatly appreciated. You can provide that to John Turner (Client Care Director) by email on [John.Turner@ellisonssolicitors.com](mailto:John.Turner@ellisonssolicitors.com), or by phone on +44 (0)1206 764477.