

## **SERVICE STANDARDS**

### **Treating Clients Fairly Policy**

At Julian Jefferson Solicitors, we are fully committed to providing the highest standards of advice and service to our clients by working in partnership with them.

Our clients are our most valuable asset and our aim is to ensure that we deliver a client-friendly, robust, reliable and cost-effective legal service to them.

Julian Jefferson Solicitors has a strong reputation in the legal market specialising in criminal defence work. We are known and recognised as a small, but very commercially aware firm offering a quality service at a sensible price. We strive to build long-standing, trusted relationships with all of our clients. We are authorised and regulated by the Solicitors Regulation Authority and our Treating Clients Fairly Policy is designed to ensure that we consistently deliver fair outcomes to our clients in line with the SRA's Code of Conduct.

We are committed to promoting equality and diversity in all our dealings with clients, third parties and employees.

### **Our Services**

In delivering our commitment to Treat Clients Fairly, Julian Jefferson Solicitors makes every effort to ensure that our clients are totally satisfied with the legal service they receive and we endeavour to:

- understand the individual needs and expectations of our clients, balancing a professional approach with a caring and understanding style
- communicate with them in their own language to build trust and respect their culture and religion
- ensure that we are flexible in the delivery of our services so that we meet our clients' individual agendas and expectations
- agree an appropriate pattern of communication with our clients and keep them informed regarding the progress of their matter in a clear and understandable manner
- ensure that our clients know who has the day to day conduct of their matter
- deliver our services in a clear and transparent way without any hidden conditions or complexities

- ensure that our clients receive value for money and, in privately paying cases, are provided with regular costs updates
- ensure our clients are informed as soon as we become aware of any conflicts of interest
- have proper regard to the individual circumstances of each client
- explain to our clients the risks associated with their instructions
- ensure that they understand how the services we provide are regulated and the protection that this affords them
- explain that although we pride ourselves in the quality of our work and customer service, in the event of a complaint we operate a fair and transparent complaints procedure.

## **Our Approach**

Our priority is to provide our clients with an excellent service underpinned by the quality of our advice. We are committed to ensuring that our clients want to use our services, stay with us and recommend us to their colleagues and acquaintances, families, and friends.

Our service is shaped by listening to our clients' needs and understanding what is important to them. We take responsibility for meeting the needs of our clients and always look for ways to improve the quality of our service. We operate a rigorous file review system as part of our internal audit procedures as well as regularly conducting client surveys to ensure that we consistently enhance the service levels for the client.

We recognise that all members of the firm are critical to delivering a positive client experience and ensuring our clients are treated fairly. All members of the firm are fully trained in dealing with our clients and in treating them fairly.

## **Concerns and Complaints**

We seek to provide you with the highest standard of service, however, if at any point you become unhappy or concerned about the service we have provided, then you should inform us immediately, so that we can do our best to resolve the problem.

In the first instance, it may be helpful to contact Julian Jefferson to discuss your concerns and he will do his best to resolve any issues at this stage. If, however, you would like to make a

formal complaint, then you can read our full complaints procedure [see separate file] which sets out the steps that you will need to take. Making a complaint will not affect how we handle your case.

### **What to do if We Cannot Resolve Your Complaint**

The Legal Ombudsman can help you if we are unable to resolve your complaint ourselves through our own rigorous complaint process. They will look at your complaint independently and it will not affect how we handle your case.

Before accepting a complaint for investigation, the Legal Ombudsman will check that you have tried to resolve your complaint with us first. If you have and we have not been able to reach a resolve, then you must take your complaint to the Legal Ombudsman:

- Within six months of receiving a final response to your complaint

**and**

- No more than six years from the date of act/omission; or
- No more than three years from when you should reasonably have known there was a cause for complaint

The contact details for the Legal Ombudsman are:

Visit: [www.legalombudsman.org.uk](http://www.legalombudsman.org.uk)

Call: 0300 555 0333 between 9am and 5pm

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Legal Ombudsman PO Box 6806, Wolverhampton, WV1 9WJ

The Solicitors Regulation Authority can help you if you are concerned about any aspect of our professional behaviours, which could include discriminating against you because of your age, disability or other characteristic or not accounting to you for monies provided to us for the conduct of your matter.