

Our Client Charter



Transparent Accessible Trustworthy
Skilled Tailored



We aim to support you, through whatever issues you face now, in the future, in business and in life.

- We are committed to providing all of our clients with quality advice and excellent levels of service, at a reasonable price.
- We are large enough to offer a wide range of legal services but small enough to offer the personal touch.
- We do not believe in making promises we cannot keep. Each day presents its own challenges and demands.
- We appreciate that each case and every client is different. We aim to be your lawyers for life.

What we will do for you

1. Communication

- When the person you are trying to contact is in the office and not in a meeting, we guarantee that all telephone messages are returned as soon as practicable. Messages left by 3pm will be returned by close of business that same day.
- We will respond to all emails within 24 hours. If it is not possible to provide a substantive response to your email within this time-frame, we will acknowledge your email at the very least so that you know that we are dealing with the matter.
- We will respond to all letters received promptly and within 3 working days.
- We will ask you how you prefer to be contacted (whether by letter, telephone or email) at the outset and use this method first throughout your case. You will receive a direct telephone number and email address for your point of contact.
- You can expect to be able to contact us during our office hours of 8.45am to 5.30pm Monday to Thursday and, 8.45am to 5pm on Fridays and will always receive a warm welcome. We will ensure that our voicemail facility and out of office auto reply is kept up to date so that you will know, at all times, whether we are available and, if not, when we are going to be so and who to contact in the event of absence.
- We will guarantee that all departments will have at least one representative available between 1.00pm and 2.00pm to help with enquiries so that you can be sure that there is someone to speak to at all times.
- You will find our corporate website succinct, easy to navigate and informative.
- We will endeavour to make an appointment to see you within one week of you contacting us. We offer a flexible approach to appointments should early morning, lunchtime or early evening be more convenient for you. We will meet you at your home or, for corporate clients, your place of business if necessary.
- We will communicate with you in plain English and politely provide clear and concise advice keeping legal jargon to a minimum.
- If the lead contact dealing with your case is away from the office, whether planned or unexpectedly, we will give you the name of an alternative point of contact so that you

can be sure that your case is being progressed in his or her absence. If your lead contact changes permanently we will tell you.

2. Charges

- We believe in transparency of charges and providing you with a realistic estimate, at the outset, for seeing your matter through to its conclusion and we will explain to you how this has been calculated. If we cannot provide an estimate we will tell you why and when we expect to be able to do so.
- We will agree how you would like to pay (advance payment, monthly, standing order or credit card) the frequency at the outset and will ensure that we adhere to this agreed format.
- We will not increase our charges without telling you first so that you are not taken by surprise at any stage. If we need to make payments to third parties we will tell you what these will be, whether they attract VAT and if they change.
- If you need preliminary advice then we will offer you an initial interview at a fixed price to be agreed in advance.
- If your instructions change and this affects the charges, we will tell you and agree the revised charges before carrying out any further work.
- We will provide you with a detailed breakdown of the service we have provided in our bill and will answer any queries that you may have on this promptly. We will not charge for any queries relating to our fees.

3. Case

- We will allocate your case to the person best placed to deal with your particular matter and will also identify which type of service is best suited to you.
- We will explain to you at the outset what our service entails, what we will do, what we will not do and what we expect of you.
- We will listen to you so that we are clear as to what is important to you and why, and provide a quality service specifically tailored to your needs. We will explain to you what legal work is required and why, and if this changes we will tell you. We will offer an opinion not just a legal argument.
- We will provide our best estimate at the outset as to how long it will take to finish your case. We will also tell you if this changes.

- We will progress your case as quickly as we can and inform you of the important stages reached along the way.
- If deadlines or timetables are set then we will do all that we can to adhere to them.
- We will provide quality advice at all times and never give advice just to generate more work. We will tell you if we think that you should not proceed, if there is other action you could take or if another firm is better placed to help you.
- We will recommend other professionals and experts you may need, who we monitor closely to ensure their service levels are also excellent.
- We are committed to ensuring that our clients are central to everything we do.
- We will ensure that our people are properly resourced and have the appropriate training.

4. Client Care

- We will act in your best interests at all times and keep your affairs entirely confidential.
- We treat all clients fairly and do not discriminate against anyone because of their age, race, gender, sexual orientation or disability.
- If you are unhappy at any point, you will know who to contact to discuss matters and he or she will listen to you and endeavour to resolve matters to your satisfaction. We operate a complaints procedure which is transparent, prompt and efficient.
- We will ask for your feedback once your case is finished and we will act on any comments made to improve or streamline our service. We take comments seriously and carry out "mystery shopping" to ensure that we are providing excellence.
- If you provide consent, then we will keep in touch with you regularly to update you as to events and news.
- We maintain our externally audited accreditations such as ISO9001, CQS and Lexcel.
- Mullis & Peake LLP Solicitors is a member of LawNet, a group of over 60 independent law firms who share a common attitude to quality, growth and success, in order to improve services and efficiency. Firms with the LawNet Mark of Excellence are committed to providing their clients with the highest standards of care and advice.

- We are committed to providing a pleasant and positive workplace for our team because our staff are our greatest asset and perform at their best when they are happy.
- We have a social conscience and have a “charity of the year” for whom we regularly fundraise.

How you can help us

Top 10 Tips

1. Provide us with clear, concise and accurate instructions at the outset and where things change.
2. Respond promptly to requests for information and documentation.
3. Consider our advice.
4. Pay our charges on time.
5. Let us know immediately if you are not completely satisfied with our service so that we have a chance to put things right.
6. Appreciate that we have professional rules and regulations to comply with and help us with this compliance.
7. Make appointments before you come to see us so that you are not disappointed if we are not available.
8. Leave messages for us if you cannot speak to us so that we know you have been in touch and the reason for your call. We can then deal with your enquiry more efficiently.
9. Listen to our voicemail message and read our email out of office reply as these provide details of where we are, when we will be available and who to contact whilst we are unavailable.
10. Agree timetables with us that are realistic and achievable so that you are not disappointed if these are not met.