

Our Service Guarantee

As our client, you can depend on our absolute commitment to providing the following minimum service standards.

☑ **We will be available when you need us.**

We will always endeavour to take your calls immediately. If this is not possible, one of our team members will let you know when you can expect to hear from us - and we will call punctually at that time. If you call before 3.00pm, we will return your call that day or we will NOT CHARGE YOU for the return call!

☑ **We treat your legal problems as if they were our own.**

We will devote the same time, care and energy to your legal problem as we would if the legal problem was our own. We listen to both what you are telling us and your feelings and provide you with options. Every recommendation we make and every action we take will be exactly as we would do ourselves, if we were in your situation.

☑ **Our advice to you will always be of a high standard.**

All of our legal team have extensive knowledge, training and qualifications. That means you will always get specialised advice from someone who has experience in the law AND the issues they will be advising you on.

☑ **We won't keep you waiting.**

Our entire team recognises that your time is as valuable as ours. If we can't be sure of dealing with you promptly when you arrive, we will re-schedule your appointment prior to your arrival to a time when we can. And if we ever keep you waiting for more than 15 minutes after your appointed time, we will give you the first 15 of our time FREE!

☑ **We will be honest (even painfully honest) with you.**

You need straightforward, honest advice so that you know exactly where you stand and we'll give it to you. We'll tell you exactly what we think, even on those occasions when it would be easier to side-step around the issues.

☑ **We will give you practical advice.... in an understandable way.**

As well as giving you good advice, we will strive to make sure you always understand what we're recommending.... and why we're doing so. We will always make the time to explain things and to answer your questions.

☑ **We will keep you up to date.**

We will keep you up to date by reporting every significant development to you. In addition, you are always welcome to call us if you require further information.

☑ **You will receive friendly, courteous, and exceptional service.**

Our team are genuinely interested in you and are keen to achieve the best possible result on your behalf. We will always act with your best interests in mind and we will actively look for ways to make your dealings with us as pleasant and stress-free as possible.

☑ **You will get the most cost-effective service possible.**

We will always look for and pursue the solution which offers the greatest return on the investment you make in our services. We will minimise your costs by communicating all key issues and developments to you in the shortest possible time, using electronic means where possible, so that you don't need to call frequently for updates.

☑ **You will get free basic legal advice whenever you need it.**

As one of our clients, you're entitled to free telephone consultations whenever you need them, on any legal matter outside the issues we've worked on previously for you. That means that if you have the type of legal problem that we can address in a phone call, you won't be charged for that call.

Colin Fleming & Company