

Client Care Charter



F FISHERS

F FISHERS
SOLICITORS

Client Care

We pride ourselves on the standard of service and legal advice that we offer our clients. We aim to ensure that the service we provide meets your expectations from the start to the end of your matter.

Our Commitment to You

- We will agree in advance with you, the level of service you need and explain to you from the outset of the overall timescale and the different stages in relation to your matter.
- We will act in your best interest at all times.
- We will keep all information you give to us confidential unless you give us permission to disclose information.*
- We will give you clear advice which is easy to understand, without any legal jargon.
- We will make sure that you understand any risks involved in connection with your instructions.
- We will review your file/matter regularly to ensure there are no periods of inactivity of more than seven days unless we have agreed to do otherwise.
- We will tell you within two working days if a conflict of interest has arisen and what impact this has (if any) on us continuing to act for you.

** In certain circumstances we are obliged by law to disclose information about your matter. These circumstances are outlined in our terms and conditions of business.*

Communication

- We will return your phone calls within twenty four hours. If this is not possible for whatever reason a representative of the firm will call you, explain the reason for the delay and tell you when you can expect to receive a call back.
- We will communicate with you wherever possible by phone or other method, depending on your preference.

Costs and Expenses

- We will explain the costs versus the benefit to you in giving us instructions and will review this with you periodically as appropriate.
- We will provide you with costs update information at not more than three monthly intervals unless we have agreed to do otherwise.

Expert Advice

We hope you are happy with the service we provide. If you feel that you are not receiving the service you expected then please contact the person dealing with your matter in the first instance. If you still remain dissatisfied then please ask for a copy of our complaints procedure.

Fishers have had a specialist private client department since we were established nearly 200 years ago. Our legal experts and experience may have changed, but our ethos remains the same; to give expert advice and care to our clients at all times.

Closing your file

We will write to you to confirm the final position and any time limits which may apply. We will advise you when we are closing your file and return any original documents unless you tell us otherwise.

Getting in Touch

People often turn to us when it is too late. If you or your family have questions which are of concern, then don't hesitate to contact us. It's far better to talk through any possible problems now, to allow us to offer some practical solutions, and avoid expensive and distressing problems later.

Other Services

Fishers is a general legal practice with expertise in a number of areas of both private client and business law.

Our legal and support staff aim to be as helpful, informed and as understanding as possible. If you have a query that they feel they cannot help you with adequately, they will refer you to someone who can.

We offer support in the following areas:

- Buying and selling property
- Divorce and separation
- Disputes over arrangements with children
- Wills
- Tax and Trusts
- Civil Disputes
- Business Disputes
- Commercial Property
- Farming and Agriculture
- Merges and Acquisitions
- Employment Law
- Accountancy
- Wealth Management
- Probate
- LPAs

Quality Standard

Fishers is Lexcel accredited. The Lexcel practice management standard is awarded to solicitors who meet the highest management and customer care standards.

Our family lawyers are members of Resolution. They are committed to the constructive and non-confrontational resolution disputes.

Fishers Conveyancing department are members of the Law Society's conveyancing Quality Scheme – the mark of excellence for the home buying process.

For further information on any of the services we offer visit

www.fisherslaw.co.uk

Or you can follow us on social media to keep up to date with us regularly.

If you were happy with the service you received, leaving a review on Google would be really appreciated.

This link takes you to our Google page: shorturl.at/kuBDN

Or scan here to get to our page on Google:



Contact us

Fishers Solicitors

Ashby de la Zouch Office - Tel: 01530 412167

Unit R | Ivanhoe Business Park | Ashby de la Zouch | Leicestershire | LE65 2AB



FishersLaw



FishersSolicitors



FishersLaw



FishersSolicitors

www.fisherslaw.co.uk

enquiries@fisherslaw.co.uk

LawNet is a national network of law firms with members spread across the UK and Ireland. Its members are quality assured law firms who pool resources such as training, information, business development and support.

Committed to the provision of legal services of the highest quality, LawNet member firms are selected for their successful, dynamic and commercial approach.

Membership provides access to a powerful network and resources normally only available in the largest law firms. So you can be confident you'll receive the specialist support you need and that the quality of service is second to none.

Our clients will receive:

- you receive expert advice
- a quality service
- value for money

LawNet

