

Our Client Service Pledge



Every client should feel looked after by everyone at The Burnside Partnership.

We focus on providing our clients with a consistently excellent experience, reflecting the trust placed in us.

We believe that great service is founded on developing sound relationships with our clients so they are confident that we will understand and meet their needs.

1/ Communication

We pledge to...

- listen carefully to understand your wishes
- advise you clearly on your best options
- be proactive moving your case forward
- keep you informed and updated
- respond to you promptly, politely and efficiently
- return any calls by the end of the next working day
- give you easy access to and regular contact with us

2/ Pricing

We pledge to...

- where appropriate, provide either a fixed fee quote or a written estimate of total costs
- do our utmost to keep within any estimate and where this is not expected, promptly let you know and explain why
- send a detailed narrative showing what work has been done, when we are charging on a timed basis

3/ Working with you

To provide the best service, we need you to please...

- provide the information we ask for as soon as possible
- update us if your objectives change
- immediately tell us if you are unhappy with any aspect of our service
- be patient with some of our more tiresome requests (for example, ID checks) as they are legal requirements
- settle our invoices on time

Importantly, if things aren't going to plan, please contact us so we can put it right. We also welcome feedback so that we can continually improve.

*You may contact the fee-earner you are dealing with or **Della Burnside, Managing Partner** on 01865 987781 or by email at della.burnside@theburnsidepartnership.com.*