

The person with overall responsibility of this firm's Client Care Policy is Catherine Taylor, solicitor and partner at Butters David Grey LLP

This firm is committed to providing legal services to its clients with professionalism, integrity and understanding. This policy is designed to ensure that services delivered to our clients are done so in a reliable, consistent and dedicated manner. All staff here at Butters David Grey LLP are encouraged to meet the following objectives;

- (a) To provide clients with a professional, approachable and cost-effective service in all areas of law undertaken by this firm to include civil litigation, matrimonial, commercial conveyancing and residential conveyancing.
- (b) To ensure that all staff behave (both inside and outside of office hours) professionally, friendly and with their client's best interests at the forefront of their actions.
- (c) To ensure that all clients instructions are taken fully, precisely and legibly and to communicate with clients fully in respect of advice, updates and requirements. All staff must ensure clients are made aware of our Privacy Policy detailing client's rights, to remain compliant with the SRA practice rules and the SRA Client Care Code.
- (d) To utilise this firm's case management systems to make sure client's details are kept secure, check all client details and ensure these details are up to date to maximize efficiency and avoid any data protection breach
- (e) Deal with client's concerns efficiently, in a timely manner (and in any event within three days of receipt)
- (f) Regularly review office space and report any issues that may cause discomfort to clients to the person with overall responsibility of ensuring this policy is adhered to
- (g) Ensure all communication with clients is clear and that clients fully understand the advice given to them.
- (h) Ensure clients are provided with full fee estimates prior to the commencement of any matter and make sure clients are fully aware of their obligations to pay.

At Butters David Grey LLP, all clients are provided with a Client Care Letter at the commencement of any instruction. Clients are encouraged to read through the CCL and ensure they fully understand our terms and conditions.

Throughout a client's case, clients are encouraged to provide feedback on the service received to help us maintain a high standard of client care. Without client input, this firm cannot improve the service offered to its clients and we welcome (both good and bad) feedback to push this firm to be better.

**BUTTERS DAVID GREY LLP**

**1A- QUALITY AND CLIENT CARE POLICY**



**Butters David Grey**  
**Solicitors**

Clients may from time to time receive a satisfaction questionnaire, both during and after your matter, again to help this firm improve. You are referred to our privacy policy for information on opting-out of any marketing communications.