



Our 'Triple A' Operating Standard

We promise to meet our Triple A standard through all services we provide to our clients. To achieve our Triple A Standard, we follow a strict operating standard:

ACCESSIBILITY

- ❖ Our offices are open between 9am – 5pm, Monday to Friday and our telephone lines are open from 8am – 6pm, Monday to Friday
- ❖ Whilst EHL generally communicate with their clients by email, we will communicate with you by whichever method of communication you prefer
- ❖ We will avoid legal jargon where possible and will communicate with you in plain English, taking the time to explain any legal terms to you
- ❖ We will let you know how long we expect various stages of your matter to take and will update you regularly on any progress
- ❖ We will return any calls received before 4:30pm on the same day
- ❖ We will respond to emails received within 24 hours
- ❖ We will deal with all incoming post promptly and respond within 3 days
- ❖ If your query is time sensitive, let us know and we'll accommodate this as best we can.

AFFORDABILITY

- ❖ We will be honest and open with you about our fees at all times during your client journey
- ❖ We will endeavour to give you likely estimates of costs and offer any fixed/capped costs where we are able to
- ❖ We will discuss any appropriate funding arrangements with you where necessary
- ❖ We will fully itemise our invoices so you understand what work has been done and how much you have been charged for our time
- ❖ We will ensure that the best possible service is delivered to you at all times giving you excellent value for money



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APPROACHABILITY

- ❖ Our clients are the most important aspect of our business and we ensure that each client is valued accordingly
- ❖ We will endeavour to build a strong relationship of trust with you from the very outset of your matter
- ❖ We will let you know who your advisor will be from the first moment you engage our services and will advise you as soon as possible if there are any changes of advisor
- ❖ We are committed to assisting with any queries you may have, no matter how simple or complex. If your advisor cannot assist you directly, we will refer you to another advisor and/or team within our firm who might be able to assist
- ❖ We ensure that our people are well equipped and capable of delivering the services we offer to you and ensure that our people have access to the resources and training they need to deliver our excellent services
- ❖ Our people are trained in line with our triple 'A' standard, which means that you will receive the same standard of care throughout your client journey
- ❖ We regularly monitor the level of service our people provide to our clients with client satisfaction surveys and regular file reviews to ensure our standards are being met



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TO HELP US MEET OUR TRIPLE A STANDARD, WE NEED YOU TO:

- ❖ Give clear and concise instructions to your advisor so they are aware of your intentions and expectations
- ❖ Let us know of any material change of circumstances so our advisors can review your situation and provide any necessary advice
- ❖ Let us know of any changes of address or contact details so we are always able to contact you about your matter
- ❖ Cooperate with us to set reasonable and realistic timescales
- ❖ Ensure we are able to keep working on your matter, we ask that you meet the cost our invoices on time so that your file can progress
- ❖ We ask that you acknowledge that we must adhere to a very strict professional code of conduct.

IF THINGS GO WRONG

- ❖ If you are not happy with the services we have provided, let us know immediately so we can try to rectify this
- ❖ If your concerns cannot be resolved by your advisor we will let you know who to contact to formally address your concerns.

IF THINGS GO RIGHT

- ❖ Feedback is very important to us, **good** or **bad!**
- ❖ If you are happy with the services you have received, please take the time to let your advisor know or complete one of our customer service satisfaction forms



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