

“At IBB we want to ensure that you are completely satisfied with the service you receive.”

Steven Booth, Managing Partner



Client Charter A guide to IBB standards

Regular and clear contact
Speed of service
Commitment to quality

We are committed to treating clients fairly and providing quality legal services.

What you can expect from us

At IBB we want to ensure that you are completely satisfied with the service you receive and that we treat all our clients fairly.

This guide explains the level of service you can expect from us and answers some common questions.

Regular and clear contact

We will keep you regularly informed of the progress of your case. If we need to meet, we will usually ask you to come to our offices. Appointments are normally required. If you have a disability, which means that you have special requirements, please let the person handling your matter know when the appointment is made. In certain circumstances, we can visit you.

Other contact will mainly be by letter or telephone but if you would prefer to use fax or email please let us know. Again, if you have special requirements, please advise us.

We aim to write invoices, letters and documents in plain English. Any legal terms will be explained.

Main point of contact

You will be given the name and status of the person who is handling your matter and, if appropriate, the name of their supervisor.

If you have any comments about our service please speak to the person handling your matter. If you find that difficult, please feel free to contact the supervisor. We have a written complaints procedure and are happy to provide this to you on request.

Speed of service

We understand that you might be concerned about how long your matter will take. Be assured that we will handle matters as quickly as possible and provide you with a likely timescale.

If elements outside our control affect the timing, the person handling your case will explain this to you.

Each matter demands different levels of urgency, but if appropriate, a speed of response can be agreed with us.

Our commitment to quality

We have full ISO 9001:2000 accreditation; a recognition of our commitment to providing a quality service.

To maintain our high levels of service, an independent auditor is able to view client files. If you object to this please let us know.

We aim to exceed expectations, every time.

Fees

In most cases you will be given an estimate of fees before we start work. Alternatively, we may have agreed a fee structure or other arrangement with you. We will not change the estimated cost or the arrangement without telling you.

Where we have agreed with you that our fees are based on time spent:

- ◆ This will include advising, attending meetings, preparing and working on papers, telephone calls and travelling time.
- ◆ Time will be charged using an hourly rate that is reviewed on 1st May each year. We will inform you of the new rates as early as possible.

If you would like to see the time sheet for your matter please ask. You will be updated on the cost of your case at least every 6 months.

We reserve the right to charge for any abortive work unless we have specifically agreed otherwise with you in writing. Abortive work is where we have been instructed but the matter does not go through to the end.

Expenses

We may have to incur expenses on your behalf. These are called 'disbursements' – examples of these include travel expenses, medical reports and local land searches.

We will discuss with you the disbursements that you are likely to incur. They will be itemised on your bill.

Money on account

You may be asked to make payments on account for disbursements and for fees. Please pay these promptly. We reserve the right not to start or to stop work if we do not receive monies on account.

If we hold money on account (or any other money on your behalf), depending on the amount of money and length of time we hold it, we will account for interest in accordance with the Solicitors' Accounts Rules. If you have any questions on this, please speak to your main contact.

Money will be held in our general client account unless you make a request to the contrary.

IBB will keep you regularly informed of progress on your case.

We are committed to providing quality legal services.

Public funding (previously called legal aid)

Depending on your circumstances, you may be eligible for a certificate of public funding. The person handling your matter will advise you on this.

If we apply for a certificate on your behalf we will explain how it will affect you.

Money laundering

We are subject to statutory and regulatory controls required of us in accordance with legislation and regulations for the prevention of money laundering.

You may be asked to provide identification and clarify the source of any monies paid to us. We are obliged to record these checks.

Payment

Payment structures can be arranged to suit any specific needs you have – please feel free to raise this with your main contact. We accept payment by major credit cards or debit.

Bills need to be paid within one month. After this time interest is charged on unpaid bills at the rate payable on judgement debts.

We reserve the right not to do any further work when a bill is not paid. The full amount of the work done will be charged to you.

If you do not pay a bill we reserve the right to retain your papers until the bill is paid.

Contact us

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