

## Client Care & Quality Policy

Gamlins Law Limited (trading as Gamlins Law) is committed to providing an excellent service to all its clients equally. The services that it offers are recognised as expert, accurate and appropriate, along with its people. The firm as a whole is committed to ensuring that advice is delivered in the appropriate manner for each individual client and is provided in the most cost effective way possible. Our aim is to deliver a professional service, acting with integrity, confidentiality & excellence at all times.

This describes what this commitment means in practice and what our clients can expect from us.

We always endeavour to adhere to the principal of putting our clients first; achieving client excellence at all times by:

- Providing clients with a high quality, professional and consistent service
- Act in accordance with the SRA principles and the SRA Code of Conduct 2011 and other relevant regulatory requirements
- Act in a respectful and courteous manner in all dealings with clients
- Representing our clients' best interests
- Ensuring we communicate effectively with clients and in the manner agreed (face to face, email, phone, letter)
- Ensuring all partners and employees are committed to the delivery of quality client care
- Providing clear legal advice