

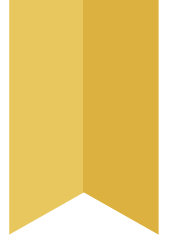


Our Service Pledge





We have a fantastic track record of providing excellent client service and seek client feedback wherever possible. After a period of research and discussion – internal and external – we have created our Service Pledge: a set of behaviours that we strive to deliver to every client, every case.

	We will always treat you politely, professionally, and with respect
	We will be transparent and totally honest in all our dealings with you
	We will be transparent on costs – you will get no surprises
	We will ask you how and when you want us to communicate with you
	You will come to know the team of lawyers working on your case
	We will set out for you the route your case may take
	You will always know where your case is up to
	You will find us very responsive whenever you call or email us
	If we have to use legal jargon, we will explain it carefully
	We will never cause any delays in your case
	We will ask you how we are doing as your case progresses
	We will act immediately whenever a complaint or concern is raised





We understand the highly emotive nature of disputes following a death. That said, there are some very basic requests we make of you, our clients, to ensure that we are able to meet our Service Pledge to you. These requests are set out below:

	You will always treat every member of the IDR Law Team with courtesy
	You will use your best endeavours to provide us with your full instructions in a timely manner
	You will be transparent about the facts and documents of your case
	You will pay our invoices when delivered

We look forward to making a difference and helping you deal with the dispute that you are facing in a manner that makes this easier for you not harder. Our goal is to ensure you have an experience that one of our clients recently summed up as follows –

“I just feel I’ve got to tell you how impressed I am with your company in the way you’ve dealt with all of this. I really appreciate the fast turnaround from ringing up with my enquiry, to booking and speaking to a solicitor in your team on the phone and I’m really grateful for the help you have given me.”

We aim to hit those levels of service, every client, every case.

Best wishes

All at IDR Law