

POPPLESTON ALLEN

Client Charter Policy

Licensing law. We get it.

PopplestonAllen

Our client charter outlines what you can expect from us. This includes our purpose, rationale for our strapline and a set of values which demonstrate who we are and what you can expect. This charter also sets out how you can help us deliver the best service to you.

As part of our commitment, we will:

- Be professional and courteous at all times.
- Ensure we fully understand the matter which you need assistance with and your desired outcome, whilst always working in your best interest.
- Explain in writing:
 - The service we will provide with an indication of timescales where appropriate. We will provide timely updates on progress without using unnecessary legal jargon.
 - Who is dealing with your matter and how you can contact them.
 - Our fee and charging structures and our best estimate of the fee for your matter.
 - Produce invoices that clearly explain the services we have provided, and the sum invoiced.
 - How to contact us during, and out of office hours.
 - If we cannot assist you, we will try and point you in the right direction.
- Explain in writing what you can do if at any time you are unhappy with the way your matter is being dealt with.
- Respond to your communications or acknowledge them providing a timeframe for a response, wherever possible within one working day.
- Listen to your feedback and act upon it appropriately.
- Discuss with you as soon as reasonably possible if it becomes apparent that our original fee estimate will be exceeded.
- Survey our clients and welcome their opinions to find out how satisfied they are with us.
- Maintain the resources required to provide an excellent standard of service.
- Ensure our team are fully trained to provide a positive working environment.

What you can expect when dealing with us:

The values shown below are at the heart of everything we do. They demonstrate what you, our team, and others outside of this firm should expect from us. These standards are high and, for a firm of our standing, rightly so.

Candid

- We believe in straightforward, pragmatic, commercial and transparent advice - we do not overcomplicate, waffle, nor use jargon.
- We tell our clients and our people what they need to know and what action needs to be taken.
- We keep our clients up to date on fees

Committed

- We are determined to deliver the right solution for our clients.
- We are contactable when the client needs us - day or night, and weekends.
- We look after our clients and each other

Collaborative

- We work together as one large team rather than individuals to deliver the best services and results as possible.
- We ensure that partnership is at the heart of everything we do - whether that be with clients, colleagues or authorities.
- We engage or recommend experts in other fields where appropriate

Creative

- We like a challenge and will use our collective experience, vision and inventiveness to deliver the right results, and often unique solutions, for our clients
- We like 'homegrown' and will support our people to achieve their career goals with us.
- We embrace new concepts and try to stay ahead of the

Purpose Statement

“To deliver licensing and compliance solutions to the leisure industry.”

Strap Line: “We get it”

This is derived from:

- We understand quickly our clients’ objectives.
- We understand how to achieve the objective legally, commercially and strategically.
- We get results. If we cannot – it is unlikely anyone can.

How you can help us:

- Provide us with clear instructions and tell us what your objectives / expectations are.
- Let us know as soon as possible if there are any changes in your circumstances.
- Be courteous and polite to our team.
- Speak to us immediately if you feel the service you are receiving is not meeting your expectation.
- Appreciate we have to follow a strict professional code of conduct at all times.