

## Service & Advice

We will at all times provide our customers with:-

- A high quality legal service
- Independent advice
- The information needed to make informed decisions

## Behaviour & Conduct

We will at all times:-

- Act in your best interests with independence and integrity
- Maintain high standards of work
- Keep your confidential information safe
- Keep your money safe; separate from our money
- Deal with our regulators in an open and co-operative way

## Complaints

We will at all times:-

- Deal with any complaints in accordance with our published complaints procedures
- Deal with any complaints quickly and fairly
- Accept responsibility if we get it wrong