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MARLBOROUGH LAW CLIENT CHARTER

Our commitment to every client, on every matter

This Charter applies across Residential Conveyancing, Family, Private Client and Civil Litigation. It complements your matter-specific Client Care Letter and our Terms and Conditions of Business.

1. Fair and professional treatment

- We will treat you with courtesy, respect and without discrimination.
- We will listen to your objectives and explain the legal and practical options available.
- We will act in your best interests, subject to our professional and legal duties.
- We will make reasonable adjustments and adapt communication where additional support is needed.

2. Clear responsibility

- Your Client Care Letter will identify the person responsible for your matter and the supervisor.
- We will tell you if responsibility materially changes.
- Junior staff and trainees will work under appropriate supervision.

3. Clear advice and next steps

- We will explain the scope of our work and important exclusions.
- We will explain key stages, what we need from you and what happens next.
- We will explain material legal and practical risks in clear language.
- We will tell you if specialist advice outside our role or expertise is needed.

4. Keeping you informed

- We will provide appropriate progress updates.
- We will tell you about material developments, problems or delays.
- We will update likely timescales where there is a material change.
- We will respond within a reasonable time, taking account of urgency and the nature of the matter.

5. Clear costs

- We will explain how we charge and provide appropriate costs information.
- We will explain anticipated disbursements or third-party costs where known.
- If scope or likely cost materially changes, we will update you.
- Where appropriate, we will keep under review whether likely outcomes justify likely costs and risks.

6. Protecting information and money

- We will respect confidentiality, subject to legal and regulatory exceptions.
- We will handle personal information under applicable data-protection requirements and our Privacy Notice.
- We will handle client money in accordance with the SRA Accounts Rules and our financial controls.
- We use controls designed to reduce cybercrime, impersonation and payment-diversion fraud.

7. Compliance checks

- We carry out identity, AML, sanctions and other regulatory checks where applicable.
- We may need beneficial ownership, source-of-funds or source-of-wealth information depending on risk.
- We will explain what we need, although the law may sometimes prevent us explaining a delay, disclosure or decision.

8. Quality and risk management

- We use documented procedures, supervision and file-review controls.
- Complex, unusual or higher-risk matters are escalated appropriately.
- We train staff and keep legal, regulatory and professional knowledge under review.
- We use feedback, complaints, file reviews, incidents and near misses to improve.

9. Informed decisions

- We give professional advice, but important decisions remain yours unless the law provides otherwise.
- We explain significant options, risks and consequences.
- We record important instructions, authorities and decisions.

10. What we ask from you

- Provide complete, accurate and truthful information and tell us if it changes.
- Respond promptly to requests for instructions, documents, signatures and funds.
- Read documents and advice carefully and ask if anything is unclear.
- Tell us about deadlines, vulnerabilities or communication needs.
- Follow our fraud warnings and independently verify payment instructions before sending money.

11. If something goes wrong

- Tell us if you are unhappy with our service or bill so we can try to put things right.
- Our written complaints procedure explains our process and Legal Ombudsman information where applicable.
- Making a complaint will not affect the professional way we deal with your matter.

12. Feedback

- We welcome feedback about what we did well and what we could improve.
- We use feedback to improve procedures, training and client service.
- We may invite you to complete a satisfaction survey when your matter concludes.

Our Aim

Our aim is to combine high professional standards with an approachable and practical service. We want you to understand what is happening, what it is likely to cost, what we need from you and what you can expect from us.

Document Control

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