

CLIENT CARE POLICY

KPM Solicitors LLP is committed to offering a quality service by specialist departments containing expert lawyers and experienced support staff.

KPM strives to ensure that its advice is cost effective and communicated in a manner that is appropriate for each client. KPM is also committed to providing a truly professional service, meaning that all personnel must act with integrity in all their dealings with clients. This is in part achieved by ensuring that the firm and individuals (including owners who may not be lawyers) provide legal services according to the fundamental, ethical and professional standards expected under the SRA Code of Conduct 2011.

All personnel should at all times have regard to the mandatory principles which apply to all.

Therefore, each and every member of KPM must:

- Uphold the rule of law and the proper administration of justice.
- Act with integrity.
- Act in the best interests of each client.
- Provide a good standard of service to your clients.
- Comply with our legal and regulatory obligations, and deal with our regulators and ombudsmen in an open, timely and co-operative manner;
- Run our businesses and carry out our role in the business effectively and in accordance with proper governance and sound financial and risk management principles;
- Promote equality and diversity within our businesses and not discriminate unlawfully in connection with the provision of legal services; and
- Protect client money and assets.
- Not behave in a way that is likely to diminish the trust the public places in you or the legal profession.
- Not allow our independence to be compromised.

Competence

KPM will accept instructions only where it can meet its commitment to the provision of an expert and professional service to clients. Where instructions would be beyond the expertise or the capabilities of KPM they will be declined and where possible clients or potential clients will be directed according to our Schedule of Referral Firms.

All heads of department maintain lists of work that KPM will and will not undertake; in any cases of doubt as to the ability of KPM to act appropriately for the client, the appropriate head of department should be consulted.

KPM offer the following legal services:

1. Commercial Property;
2. Conveyancing;
3. Litigation;
4. Employment;
5. Family Law;
6. Wills & Probate;
7. Landlord & Tenant;
8. Debt Recovery; and
9. Court Agency Work.

The services KPM do not offer:

1. Legal Aid work;
2. Conditional fee arrangements;
3. No-win no-fee work;

4. Immigration;
5. Crime;
6. Medical Negligence;
7. Personal Injury;
8. Share Sale Agreements;
9. Work for which a referral fee is paid;
10. Mediation.

Confidentiality

All solicitors are bound by the professional rules which require confidentiality to be maintained in all dealings with clients. This means that nobody may reveal to any outsider the nature of instructions provided or advice given to any client, other than in the pursuit of the client's instructions. In most circumstances it will also be inappropriate to reveal that KPM is in receipt of instructions from any named client. This is particularly the case in litigation, especially crime or divorce. If you are aware that friends or other people that you know are instructing KPM it may be tempting to reveal this information to others; do not do so. If you are ever in doubt as to whether you should reveal whether KPM acts for a given client, or give out his, her or its address, check with a Partner. Breaches of confidentiality could cause considerable problems for KPM and will usually be treated by the Partners as a serious disciplinary offence. (See also section 8.15.)

Commitment

Clients seek legal advice for a variety of reasons, but many approach a solicitor when they are vulnerable and in turmoil, whether in their personal lives or in their business activities. Clients are entitled to expect a genuine commitment from all personnel in handling their instructions, and for KPM to attach appropriate priority to their requirements.

Courtesy

All clients are entitled to be dealt with in a respectful and courteous manner. This will have many implications, from not keeping clients waiting in the reception area without explanation, to showing them the way to and from meeting rooms, to returning telephone calls and e-mails as a priority, and generally taking an interest in them and their problems. All personnel should show a genuine concern for KPM's clients by doing their best to help them.

Monitoring and Review

The responsibility for the management of this policy is with Matthew Stubbs. This policy is reviewed annually by the Partners as part of its Lexcel annual review process.