



## **CLIENT CARE POLICY**

At East Devon Law we aim to provide quality legal advice and assistance to support you and your family based on a wealth of knowledge and experience whilst having a genuine caring approach.

Our service is accessible, responsive, caring and innovative, seeking to find solutions to your problems and queries and doing so in an honest, straightforward and cost effective manner using language you will understand.

Our proprietor, Ian Hunt, will deal personally with all aspects of your case without any delegation, with the exception of our other services which are provided by our experienced highly qualified Associates.

In particular, we provide the following services, at no extra cost to you:

- We visit you in the comfort of your own home (within a 20-mile radius of either of our offices) although we have a meeting room at our work hub in Ottery St Mary if you would prefer
- Flexibility – we are not constrained by the limited hours of normal law firms and are happy to meet you at a time and day suitable to you and your working and family commitments
- We realise that it is especially important to treat older clients, their families and representatives, with additional consideration, by being both sympathetic and sensitive to any issues they may have and ensuring that East Devon Law and all our staff treat older clients, their families and representatives with dignity, kindness and respect at all times.
- Due to the nature of the advice that we may need to give, it is important that we can see our client alone initially. However, we appreciate that some clients may prefer to have a trusted friend or relative present, so we will try to accommodate this where we can. At some point throughout the process we will need an opportunity to see you alone, but we will do our utmost to make sure that you feel at ease, and that you understand why this is necessary.
- Following our initial meeting with you we will confirm to you in writing our discussions with you and any advice given to you. This will include a note of everyone who was present at the meeting.
- If we have to use legal terminology, we will take care to ensure that you understand what has been said and will not proceed until we are satisfied

that you are comfortable with what has been said. We also provide Fact Sheets containing further information which you can read in your own time.

- We will take steps to make ourselves aware of any potential capacity or physical limitations such as mobility, continence, hearing or visual impairment. These matters are always taken into account when meeting and communicating with older clients.
- In all cases, the pace and duration of each meeting is aligned to your individual needs.
- Ian Hunt, our principal lawyer, has completed the Dementia Friend training provided by the Alzheimer's Society.
- We have invested in the latest mobile technology to be able to complete documents at your home or in hospital in cases of dire medical need or emergency including taking copies of relevant documents and identity papers without having to return to our office.
- We ask that anyone signing in the capacity as attorney for you should also produce proof of identity for identity verification purposes.
- We have also invested in a high-quality Geemarc LoopHEAR LH-101 portable induction loop system to assist clients who are hard of hearing. It assists people with or without a hearing aid and can be used in the client's own home, in a hospital or in our offices. If you are profoundly deaf and require a sign language interpreter we can arrange this for you although there will be an additional charge.
- We have special facilities to assist visually-impaired clients, with a large print service and voice recorded letters and documents. A Braille service for letters is also available by special request (although an additional charge is made by the Braille service provider). Ian Hunt worked closely with both Guide Dogs for the Blind and the RNIB for many years and has the specialist skills and training to deal with people suffering from any visual disability.
- Free initial consultations are offered in every case with no obligation to proceed.
- The majority of our services are provided at a fixed cost and full cost details are discussed and settled at the outset of your instructions
- For the protection of our clients, all our staff and consultants have signed confidentiality agreements and hold current DBS certificates as we are approved by Devon and Somerset Trading Standards under their Buy With Confidence scheme.

The person responsible for this policy is the Compliance Manager.

This Policy will be reviewed annually.

Policy last reviewed:            November 2016