

Quinn Legal Client Charter

It is our aim to ensure that you are satisfied with our service. I believe that our clients are the heart of our business and we aim to deliver the highest levels of service to you.

What you can expect from us:

- We will put your interests first;
- We will treat you courteously;
- Your matter will be handled by competent staff;
- You will receive advice that is legally correct and relevant to your needs;
- We will explain what your costs are likely to be and keep you informed of your costs as your matter progresses;
- We will keep you informed of developments in your matter;
- All calls and emails are responded to in a timely manner; and
- We will keep your matter confidential.

In turn we ask that you:

- Be honest and frank with us about what you hope to achieve;
- Provide us with clear and full information and instructions;
- Provide funds promptly when requested to pay disbursements; and
- Pay our accounts in accordance with agreed terms.

I want to ensure that you are treated in the way that myself would wish to be treated if I instructed a lawyer. If in your view we fall short of that commitment or you have suggestions as to how we can improve our service then I would welcome your comments.

A handwritten signature in black ink that reads "James".

James Quinn