

St Catherine's Will Service Quality Standards Charter

St Catherine's and the solicitors we work with are committed to providing a quality service for our supporters through high standards of practice, meeting the relevant statutory requirements, working ethically and with integrity.

To give you confidence in the service you will receive, we and all of our partner solicitors commit to a common set of quality standards.

This means we will:

- respond to your initial enquiry within two working days
- treat you with dignity and respect
- be polite and considerate
- use clear language and keep legal jargon to a minimum
- explain what the costs are likely to be and how we charge
- advise you on the issues and the options for dealing with them
- explain what you can expect from us
- carry out our work in a timely manner
- respond promptly to your enquiries, and
- keep you informed of our progress.