

OUR COMMITMENT TO YOU

1. **You are hugely welcome to Diane Genders Ltd as a client and we aim to look after you as well as we sensibly can. Please do let us know if we fail at any time.**
 2. **You are welcome to visit the offices at any time. Whilst an appointment is not necessary, you may wish to telephone to check our availability. We would not want you to have a wasted journey.**
 3. **We will try to communicate with you at all times and in plain English and without jargon.**
 4. **We will listen, counsel, suggest options and advise but you will make all the decisions. You are welcome to see draft letter and documents before they are posted.**
 5. **If Diane is away from the office or engaged then Pat or Lorraine will know enough about you to help out.**
 6. **We aim as a minimum to**
 - **Return your calls within 1 hour.**
 - **Respond to emails the same day.**
 - **Answer the telephone promptly.**
 - **Reply to letters and faxes in 2 days.**
 - **Follow up verbal instructions in writing in 48 hours.**
- Do let us know if we fall down on any of these.**
7. **Diane's mobile and home telephone numbers are shown on the client care letter and her business card. Please feel free to use these as necessary.**