

CLIENT CHARTER

Our core purpose

To provide outstanding accountancy services coupled with exemplary customer service.

Our core values

We will always:

- Provide outstanding service
- Keep ourselves up to date with the latest in taxation, compliance and general accountancy practises.
- Provide valued products and services to our clients
- Work as a team both internally and with our clients
- Be approachable and considerate to everyone
- Act professionally and efficiently for our clients
- Have fun and enjoy our work

Our commitment to you

We have developed policies within our company that help us work more efficiently and effectively and maximise the use of our time; some of these are listed below.

- You will have a dedicated Director who ensures the work is completed on time and within budget
- All letters and e-mails will be responded to during the recipient's next working day
- We will constantly strive to improve what we do
- We will keep you fully informed by email or phone on the work we have completed and work we intend completing for you
- All telephone calls will be dealt with within one business day
- We will inform you about the latest services we can provide to help you grow your business
- We will agree deadlines with you and stick to them when possible
- We will use agendas to structure our meetings, meaning that nothing gets missed
- We appreciate that everyone is different so we will agree your preferred method of communication
- We will ask you for "nagging rights" so that we can help you meet your goals and obligations
- We will strive to become a trusted partner across all aspects of your business

Your commitment to us

We are working with you to improve your understanding of your financial information. Consequently we need you to make your accounting partnership with us a high priority and;

- Return our e-mails within one business day
- Keep to meeting times and regard our meetings as essential for your business.
- Keep us informed about any changes within your business that effect our work
- Answer all our letters and telephone calls within one business day where possible
- Pay us in accordance with the payment terms agreed between us
- Let us know in advance if you are not happy with any of our proposed action
- Give us feedback on our performance to enable us to improve further our service.