



Coutts
Client Charter

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Our Values

The team at Coutts keep a standard of three core values that act as a guiding light for each client. These core values of care, communication and clarity are at the fore front of all solutions provided by our expert team to provide you with confidence, peace of mind and results.



CARE

Coutts brings a personal approach to the law. We will sit down, listen, and understand your situation on an individual basis. Coutts provides the peace of mind and confidence you need in a trusted lawyer.



COMMUNICATION

The Coutts team will go the extra mile to keep you informed during every step of your legal process. Coutts understands the importance of up to date communication and foresight in the legal world and we put our clients first to keep them empowered and confident.



CLARITY

Coutts will talk your language, keep you informed and always be available to go the extra mile to get the results you are looking for.

Setting *Expectations*

We have set some standards and expectations when dealing with Coutts. The below sets out our service expectations and what we need from you to get there

	WHAT WE WILL DO	WHAT WE NEED FROM YOU
ENQUIRIES	We will acknowledge within 24 hours	Provide accurate and up to date information
COST AGREEMENT	You will receive your cost agreement 48 hours after instruction to act	Sign and return back to us ASAP to get your matter underway
CALLS AND EMAILS	All correspondence via email and phone will be acknowledged within 24 hours	Respectful communication
FEES AND INVOICES	Provide Itemised Invoices Flexible Payment options if required	Invoices paid within specified timeframe Invoice enquiries to be made within 14 days of receiving your invoice

Our Promise *to you*

24 HOUR RESPONSES

We drive the process with updates and progress clearly communicated at all critical points and aim to acknowledge all correspondence within 24 hours.

EXPERT TEAM

Our team has the depth of experience to provide tailored solutions to any legal problem. When choosing Coutts you have access to a team of experts who are here to stand behind you.

CLEAR ADVICE

We go the extra mile to empower our clients with easy to understand, practical legal solutions. We are dedicated to understanding your problem on a personal level to ensure your needs are being met and we achieve the best possible outcome for you.

CONFIDENTIALITY

We pride ourselves on leading our firm with integrity and respect. We will ensure your matter remains confidential and we will deal with your personal information in accordance with the Privacy Act 1988.

FLEXIBILITY

We aim to provide access to legal solutions for everyone no matter your location or schedule. We work around you with face to face, online, phone and zoom appointments as well as out of hours services where possible to suit your situation.

ACKNOWLEDGE FEEDBACK

We strive to constantly innovate our offer to exceed expectations – for our clients, our staff, our partners and our communities. We welcome and acknowledge feedback at the end of your matter and use this to improve our service experience to you. If at any stage of your matter you feel that the above standards are not being met then you can contact us at info@couttslegal.com.au

COST EFFECTIVE SERVICES

We aim to provide cost effective services so that anyone can have access to legal solutions. We understand other things can come up in life, which is why we can provide flexible payment options if we are notified of any issues within 14 days of receiving your invoice.

What you can do for us

While we look after all things legal on our side, there are a few things we also require and expect from you as our client.

PROVIDE ACCURATE INFORMATION

In order to achieve the best possible outcome for you we will need you to be honest and upfront with us and provide accurate information. We will also need your preferred method of contact to ensure we can reach you if something urgent arises and to keep you updated on the progress of your matter.

BE RESPECTFUL

We understand that facing a legal problem can be stressful and daunting, we are here to help which is why we ask that all of our staff are spoken to in a respectful manner.

KEEP US UPDATED

We ask that you provide updates to us as things change as soon as possible. This includes:

- ✓ Updated contact information i.e a new phone number or address
- ✓ Details pertaining to your matter
- ✓ If you cannot attend any scheduled appointments

We will acknowledge all correspondence within 24 hours

TIMELY PAYMENTS

We kindly ask that invoices be paid by the due date or trust funds kept up to date with funds, this helps us ensure that the progress of your matter is not delayed. There will be instances where a late payment can affect your matter as we may require funds for filing etc. All payment requests etc will also be actioned within 24 hours, please note if something comes through late in the afternoon it might not be actioned until the following business day.

UNDERSTANDING COSTS AND FEES

While some areas are fixed fee, please keep in mind that any tasks outside of the scope will be an additional fee. Our team will explain and advise if this is the case before the work is undertaken. For non fixed fee services, please note that all correspondence, phone calls and any instances where we would need to action items will be billed at the end of the matter. You can ask for a breakdown of costs at any time.

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**CALL US ON
1300 268 887**

“Coutts is a powerful female founded law firm with a core value system that puts people first. Our reputation as the legal business of choice is recognised by our achievements and awards.”

**Adriana Care
Managing Partner**



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