

Client Charter



WARDS
SOLICITORS

What Exceptional Service Means for You

Every conversation matters. From your first enquiry to the final outcome, we're here to make your experience seamless and reassuring. Here's what you can expect:

1. Friendly, approachable professionals who listen and understand your needs
2. Clear, honest advice with no jargon and no over-promising
3. Helpful guidance that looks beyond the immediate issue to support your wider goals
4. Responsiveness you can rely on, with calls and emails answered promptly
5. A personal touch, with genuine empathy and tailored support

Behind the Scenes: How We Deliver Consistency

We've built robust processes to ensure every client receives the same high standard of care:

1. Your enquiry is logged and followed up quickly - usually the same day
2. You'll always know who to contact, and we won't leave you chasing updates
3. If your usual contact is away, we'll make sure someone else is ready to help
4. We follow clear procedures to keep things compliant, transparent, and easy to understand
5. Our teams are trained to go the extra mile - because we want you to feel supported

Continued overleaf



More Than a Legal Service - A Legal Partner

We're proud to offer a wide range of legal services, and we're always looking for ways to support you further. As your trusted legal partner, we will:

- Let you know about other services that may benefit you
- Keep our team's profiles up to date so you know exactly who you're working with
- Invite feedback and act on it - because we're committed to continuous improvement



Bradley Stoke | Central Bristol | Clevedon | Clifton | Henleaze | Keynsham
Nailsea | Portishead | Staple Hill | Thornbury | Weston-super-Mare | Worle | Yate

wards.uk.com