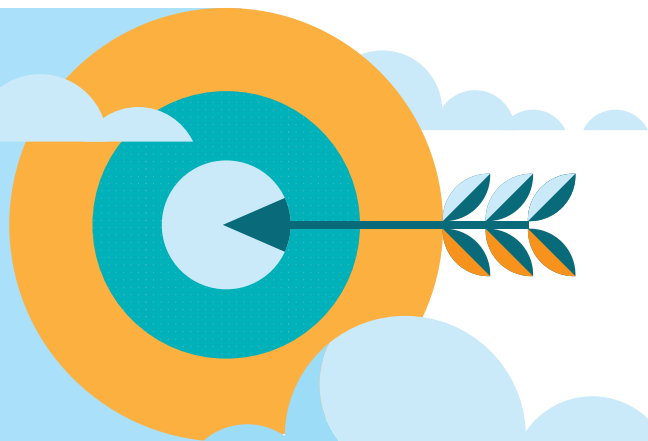


Client experience commitment



MILLS & REEVE
Achieve more. Together.

Achieve more. Together.

The key driver to create a truly client-centred culture is to encourage everyone to look for improvement, speak up, take responsibility and ultimately have the client at the heart of everything we do. At Mills & Reeve we call this Fearless Feedback.

Central to delivering this client-centred approach is our strategic ambition to be known as a leader in client experience, and to achieve a client recommendation score of 95%.

Claire Clarke
Managing Partner
Mills & Reeve

Through our annual survey and client review programme, we regularly seek honest, constructive feedback from clients. This helps us to understand their service delivery expectations, what we are getting right and where improvement is still needed.



Our client experience commitment



How we work with you day-to-day is vital to achieving a client-centric approach. We need to consistently deliver the experience you expect to enable us to build and grow effective and successful relationships.

We have listened to our clients, understood what is important to you and developed our client experience commitment to give you the assurance that as a client of Mills & Reeve you will receive a leading client experience.

The commitment focusses on four key pillars, to consistently:

- excel in service delivery
- give advice that delivers advice
- provide transparency and certainty on costs
- invest in and nurture our relationship

This guide explains each pillar in detail so you know exactly what to expect from your Mills & Reeve team and our relationship with you. We will continually test and evolve our commitment to ensure our culture embraces our clients in everything we do.

Our commitment to you

We will consistently...

- excel in service delivery
- give advice that delivers advice
- provide transparency and certainty on costs
- invest in and nurture our relationship



We will consistently... excel in service delivery

Understand your expectations

We'll find out and deliver your expectations in respect of response times, reporting deadlines, preferred methods of communication, and any adjustments we can make to support you.

Seamless

You'll receive consistent service levels regardless of where within Mills & Reeve your work is being carried out. Information will be shared between teams as appropriate to ensure a seamless service.

Available and responsive

We'll make sure that your Mills & Reeve team are available to you, or tell you the arrangements if they are going to be unavailable. You'll receive a prompt acknowledgement and we'll let you know when you can expect a full response.

Innovative

Your Mills & Reeve team will always be on the lookout for new ways of improving service delivery and will discuss innovative solutions with you when appropriate.

We will consistently... give advice that delivers advice

Opinion-led

Our legal advice will be decisive and easy to digest and will enable you to tell quickly what you need to do next or what we need from you.

Right format

You'll receive advice in an agreed format, that is easy to pass on to others if required.

Clear communication

When you need particularly lengthy or complicated written advice, we'll give an overview and explain the important parts to you, clarifying the next steps to make your life easier.





We will consistently... provide transparency and certainty on costs

Agree scope

Your Mills & Reeve team will always agree the scope of work upfront. Assumptions and exclusions will be set out clearly from the outset, so that we are all clear as to the basis on which the work will be done, the likely timescales and cost.

Price choice

You'll be offered pricing choices and we will be transparent on how the pricing will work.

No surprises

We'll update you at agreed intervals so that you can manage your costs and make informed decisions about the next steps.

Cost management

We'll agree a billing and payment schedule with you. Your bills will go to the correct person at the correct time, with the correct level of detail so that you can check them easily and arrange payment.



We will consistently... invest in and nurture our relationship

Responsible

We care about your client journey with us from start to finish. You'll have a dedicated client relationship partner with overall responsibility for our relationship with you.

Collaborative

You'll be clear who your Mills & Reeve team are, and they'll understand you, your needs, challenges and sector. They'll be personable and considerate in their dealings with you and treat you fairly.

Commercial and insightful

Your Mills & Reeve team will provide a commercial approach and offer insights into your sector and developments on the horizon that might affect you.

Fearless Feedback

We'll listen to your honest and open feedback and make continuous improvements in response to this.



Get in touch,
we'd love to hear
from you.

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