

+ more committed

Customer Charter



What you can expect from us

A positive experience

We will do what we can to make your experience with us as pleasant as possible.

We will talk in plain English.

A commitment to service

We will go the extra mile and have a 'can do and will do' attitude.

We will always find the best available person to take your call.

We will stay up to date with the latest legislation and strive to continuously improve processes.

We will ensure all our staff receive regular training and that we have a diverse team with a broad range of knowledge and expertise in all financial areas.

Transparency and fairness

We will always try to agree our fees with you in advance and be competitive.

We will try and provide fixed-fee quotes for compliance work such as accounts and tax returns.

We will never dramatically increase our fees without reason or warning. If we have scope to reduce fees based on the time a job takes, we will.

What we expect from you

Talk to us

Keep us up to date with changes or key decisions that affect your business or personal circumstances, so that we can give you the best advice all year round.

Provide information we request in a prompt and timely manner.

Ask us questions, however big or small. If we don't know the answer we will find out.

Courtesy and honesty

Treat our staff professionally and with courtesy at all times.

Be honest and open with the information you provide to us.

Pass it on

Give us feedback on how we are doing.

If you think we're doing a great job, introduce a friend or business who could benefit from our services.

Tell us how you think we could improve our service. Constructive criticism is always welcome.