



TERMS AND CONDITIONS

Customer Care Charter

We are fanatical about service so we have created a Customer Care Charter with five transparent and trackable service standards which we promise to deliver on, or your money back.

Phone calls – Telephone messages left for your point of contact will be returned by a member of staff on the same working day.

Email Replies – Emails received by your point of contact will be replied to on the same day.

Fast Start – Within 24 hours of your file being opened we will send your paperwork out (by post or email according to your preference) and update your estate agent/financial advisor for you.

Case Updates – You can access up to date information via our website.

Customer Care Charter Terms and Conditions:

1. Where RG Solicitors guarantees to contact the client within a given timeframe, this assumes that the client is contactable, alternatively, a message will be left and/or an email sent if the client has these facilities. The client cannot claim against the RG Customer Care Charter in the event that the client is not contactable and does not have a message service or has not disclosed an active email address to RG.
2. The Customer Care Charter only applies where contact details supplied by the client are in the UK
3. Where RG Solicitors guarantees to reply to calls made to the client's point of contact, this only applies to telephone calls made by the client to the direct dial telephone number of the client's point of contact as detailed in the Client Instruction Pack letter sent with the terms and conditions of business either via email or post. Furthermore, the client is required to leave a voicemail detailing their full name, file reference and contact number. If the voicemail is left after 2pm, it will be returned by close of business on the next working day
4. Where RG Solicitors guarantees to reply to emails, this only applies to emails sent by the client to the email address specified in the Client Instruction Pack letter sent with the terms and conditions either via email or post. If the email is received after 2pm, it will be answered by close of business on the next working day.
5. If a client's matter is reallocated to another conveyancing team details of the new conveyancing team will be sent to the client outlining direct dials and email details which must be used going forward to claim under this charter.
6. RG Solicitors' normal opening hours are 9.00am to 5pm.
7. The reference to 'your money back' on the Charter will be assessed on a case by case basis and will be dependent on the severity of the breach
8. Any claims regarding a breach of our Charter must be put in writing to charter@rgsolicitors.co.uk within 48 hours of the suspected breach. Failure to do so will invalidate any claim made.
9. Appropriate and relevant evidence relating to the claim (e.g. telephone bill, must be supplied in support of any claim). Failure to do so will invalidate any claim.
10. If a circumstance arises outside of RG Solicitors control (e.g. a 3rd party service provider), which prevents RG Solicitors delivering on any performance under the Charter, the Charter is deemed null and void. Claims made relating to this period will not be valid.
11. RG Solicitors reserves the right to withdraw the Customer Care Charter at its discretion and without prior notice.

Please be aware that RG Solicitors record and store incoming and outgoing calls for training purposes and to monitor performance in line with our Customer Care Charter and our 5* promise.