

CLIENT CARE CODE

LOOKING AFTER YOU AND
YOUR BUSINESS

WORKING
WITH YOU

TO SHAPE
YOUR FUTURE

OUR PLEDGE TO OUR CLIENTS

Receptions

- Reception areas will be kept comfortable, tidy and welcoming with someone in attendance at all times.
- We will not hold any meetings in the reception areas.
- You will not be left waiting in reception for longer than 5 minutes without prior apologies.
- Our reception staff are aware of staff movements in and out of the office at all times and can advise you accordingly.

Telephone contact

- Any calls to our office will always be given a friendly welcome.
- All incoming calls will be answered within 10 seconds if at all humanly possible.
- All calls will be returned personally within two hours by the partner/ employee in question, or if not possible, by other staff with apologies on their behalf.
- We will always put you through directly to the person you require if they are available.
- We do not use voicemail.

New clients

- In our initial meetings we will gain a thorough understanding of not only your business but also your immediate and potential needs.
- We will be flexible to fit in with your situation and requirements.
- You will receive a contact report and engagement letter following the initial meeting.
- You will be made aware of which of the partners and staff members will be responsible for your affairs.

Client contact

- For your privacy, all meetings on Forrester Boyd premises will be conducted in a private room.
- Any problems you may have will always be given the personal attention of the partner or relevant senior staff member.
- We will confirm, in writing, any specific instructions following meetings.
- We will ensure you are kept informed whilst your accounts are in progress.
- We will keep you regularly updated on our range of services.

Accounts

- Books and papers will be checked immediately on receipt in order to ensure all information is present. We ask that whenever possible you inform us of your records arriving and check you have included everything to enable us to process your accounts efficiently.
- Final accounts and reports will be presented in a manner which reflects our professionalism and high standards.
- Our target for accounts turnaround from arrival of books to accounts meeting is no more than 6 weeks. This is subject to:-
 - All relevant records and information being received.
 - Job having been 'booked' in advance.
 - All queries are answered promptly.
- If delays to this are unavoidable you will be informed as soon as possible.
- Final accounts will normally be despatched within 5 days of the accounts meeting.
- We will not release accounts without your specific authority.

Correspondence

- We believe in responding in good time to our clients' requests and needs and have set the following target turnaround times for correspondence:-

Clients and their agents,
- 5 working days,

HM Revenue and Customs
- 15 working days,

Other government departments
- 15 working days,

- If delays to this are unavoidable you will be informed as soon as possible.

Emails

- All emails will be responded to within one working day.
- "Out of office" messages will indicate the steps to be taken if prompt action is required.

Your views

If you are unhappy with any aspect of our service, you can speak directly to your partner contact and they will do their best to settle any problems quickly and satisfactorily.

If you are still unhappy, you can contact our Practice Chairman.

We are always happy to receive your comments about how we can improve any aspects of our service. You can write to us or speak directly to your partner contact.

What you say matters

Your views matter and we intend to conduct customer surveys to enable you to tell us what you think of our service.

OUR CLIENTS AND STAFF ARE OUR MOST IMPORTANT ASSETS

At Forrester Boyd we believe that by understanding our clients, both personally and professionally, we are able to provide a better all round service.

The size and location of our offices give us the best possible insight into local business issues. Forrester Boyd is a participant of Praxity. Praxity is the largest accounting alliance globally and is amongst the top 10 global Accounting Associations. www.praxity.com

Forrester Boyd's clients, ranging from the sole proprietor, through to large corporate concerns, all benefit from our positive approach.

Our Mission Statement

"To provide the highest standards of professional service and advice to all clients and remain the leading independent firm of Chartered Accountants in the area".

Our client care initiative has been developed to ensure all our clients receive the highest standards of service and care.

As part of this initiative we ensure that all clients are aware of our Client Care Code and the levels of service they can expect to receive.



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Forrester Boyd is a partnership operated from the offices listed above.

www.forrester-boyd.co.uk



Forrester Boyd Robson is a trading name of Forrester Boyd Robson Limited, a company incorporated in England & Wales with company number 08370127 and registered office at Kingfisher Court, Plaxton Bridge Road, Woodmansey, Beverley, HU17 0RT