



Client care code

Looking after you
and your business

 **Forrester Boyd**
CHARTERED ACCOUNTANTS

Our pledge to you

Our clients and staff are our most important assets so we ensure that you are both looked after.

We believe that by understanding your needs, both personally and professionally, we are able to provide a better all round service.

Our office locations enable us to give you the best possible insight into local business issues. We do not stop at local expertise however. We want to ensure that you can benefit from a much deeper level of knowledge and experience which is why we are members and active participants of The UK200 Group. This is an association of independent accountancy and law firms from throughout the UK who collectively share expertise and knowledge to ensure you have access to some of the best minds in professional services.

Whether you are a sole proprietor or a large corporate concern, all our clients benefit from our positive and pro-active approach.

Our client care initiative has been developed to ensure that you receive the highest standards of service and care at all times. To this end we have documented the levels of service that you can expect to receive as a valued Forrester Boyd client.

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 region.

New clients

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

Receptions

- Reception areas will be kept comfortable, tidy and welcoming with someone in attendance at all times.
- Meetings will not be held 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.

Contact with us

For your privacy, all meetings on our premises will be conducted in a private room. Any problems you may have will always be given the personal attention of a partner or relevant senior staff member.

- We will confirm in writing, any specific instructions following meetings.
- We will ensure you are kept informed on our progress and work.
- We will keep you regularly updated on our range of services and information relevant to your needs.

By telephone

- 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.
- 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.



By letter

We believe in responding in good time to our clients' requests and needs. For some clients and in some circumstances, we still need to send out hard copies of documentation.

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

By email

- 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.
- For any transfer of important documentation by email, we use a secure mail service to maintain security of documentation.

Your views

If you are unhappy with any aspect of our service, please 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.

Spread the word

Please do share your experiences not only with us, but with your friends, colleagues and on our social media channels. You can find us on Google, LinkedIn, Twitter and Facebook.

What you say matters

We are always happy to receive your comments about how we can improve any aspects of our service. We conduct customer surveys to enable you to tell us what you think of our service.

Please do take a few moments to provide feedback to us and feel free to drop us a line if you want to tell us about your experience.

We love to hear from you and provide the feedback to our staff.



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Skegness | 01754 761777 | 47 Algitha Road, Skegness, PE25 2AJ

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Forrester Boyd Chartered Accountants is a trading style of Forrester Boyd, a partnership operated from Grimsby, Louth, Scunthorpe, Skegness and Lincoln.

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