

### **Abusive customer policy**

We have experienced staff who dedicate themselves to helping our clients. Often by the very nature of what we do, clients can become stressed. This is quite understandable.

Sometimes this can result in clients being angry during conversations with our staff. Should this anger be directed at our team, the very people who are trying to help you, then this becomes an issue for us as it constitutes abuse.

As a firm, we have a zero tolerance policy for anyone who is abusive towards our staff; it is never acceptable to be abusive to a member of staff.

For example, it is not uncommon for court cases to be delayed or sometimes listed at short notice. In these circumstances, we would understand that a client might feel angry with the court; however, when this anger is directed at our staff, this becomes abuse.

Our staff cannot and should not be blamed for situations outside their control. Even if a client is unhappy about the way their matter has been dealt with by a staff member, there is a distinct line between expressing dissatisfaction and being abusive.

### **We have a three-strike policy against staff abuse**

In the first instance, a manager will call the client to discuss what happened and explain why this is unacceptable.

In the second instance, a partner will call the client to understand the background and how we can help prevent this from happening again.

If there is a third instance of abuse, we will deem that the client/solicitor relationship has broken down and will take steps to terminate our client engagement. The client will then need to find different solicitors to represent them.