

Client Service Charter

This Client Service Charter is part of our strategy and commitment to excellence, quality, and efficiency.

Our commitments to you:

1. **We will listen**

This means that we are committed to listening, understanding and providing you with sound and practical legal solutions to achieve your goals.

2. **We will keep your matters confidential**

This means that:

2.1 We will render our services in a courteous and professional manner;

2.2 We uphold the confidentiality of your matters.

3. **We will communicate and engage clearly and effectively**

This means that in our communication:

- We will:

3.1 avoid jargon and use plain English explaining any necessary legal terms;

3.2 communicate with you in your preferred manner;

3.3 communicate politely and courteously.

4. You will receive:

4.1 regular communication from us and be kept well advised of progress on your matter;

4.2 receive very prompt return of your telephone calls and, so far as is practicable, you will have immediate access to a lawyer when you telephone or visit our office.

5. You can expect a response or an acknowledgement to inform you of the timeframe for a full response within one working day.

6. We will let you know what to do if you need to contact us out of office hours or in case of emergency.

7. We work as a Team

This means that:

7.1 we will work to ensure that our team is properly resourced and has the appropriate training;

7.2 we are collaborative and value team work;

7.3 our team is passionate and committed to exceeding your expectations;

7.4 our team will

7.4.1 treat you in a friendly manner, with care and courtesy, as well as dignity and respect;

7.4.2 be equipped to give you helpful legal and practical solutions to your legal issues.

8. We charge fair and reasonable legal fees

This means that:

8.1 We will be open and transparent about our fees at all times, providing fixed fees where possible;

8.2 Any bill we send you will be clear and itemised, showing the work done and amount charged;

8.3 We will give you the best information that we can on the likely total cost of your case at the outset. Should anything change, we will contact you before we incur any additional costs.

9. We welcome feedback

This means that:

9.1 We value your feedback, positive and negative.

9.2 We will engage with you to understand your legal issues better. We urge you to tell us your objectives and expectations;

9.3 Should we do things wrong, we will make every effort to resolve your issues quickly and efficiently;

9.4 If you have an issue that you would like to bring to our attention then the first step is to talk to, or write to, the person who is dealing with your matter. If the person dealing with your matter is not available, if he/she has not been able to resolve the issue satisfactorily or if you would prefer to speak to someone else, please telephone or write to: Fridah Murandu, our Practice Manager who is reachable on email : office@kantorimmerman.co.zw, telephone +263 242 793626-9 cellphone +263 778 036 154. She will acknowledge your complaint in writing within one working day and will try to ensure that you receive a full response within three days of an acknowledgement being sent. If we cannot give you a full response within that time we will let you know how long it will take.