

Our Commitment to Client Service

At MacDonald Oates we are committed to providing you with the best possible service, tailored to your individual needs.

We will:

- Assign a dedicated, specialist lawyer to handle your case.
- Ensure that our staff are approachable and accessible to you.
- Listen to your concerns, understand your matter and provide you with practical solutions.
- Advise you in clear terms.
- Progress your case in a timely manner.
- Respond promptly to your enquiries.
- Make you aware of and keep you updated as to costs involved.
- Ask you for your feedback on our service to you and respond to that.
- Be open, responsible and fair in our dealings with you.