



Our Commitment to Client Service

At MacDonald Oates, we value the quality of the service that we offer our clients above all else. That is what is important to our clients and that is what we feel sets us apart from our competition.

Providing a Tailored Service

We are committed to providing our clients with the best possible service and to ensure that service is tailored to meet our clients' individual needs.

We achieve this in two ways – first of all through the quality of the service that we give our clients and, secondly, through how we deliver that service.

Our aim is that once individuals or businesses have become clients they will stay with us and it is not uncommon for us to have acted for the same business for many years or for the same family for several generations. One of our main sources of work comes through personal recommendations.

At MacDonald Oates, we have set our own benchmark against which the quality of the service we offer can be measured by our clients. We also have a dedicated Client Services Partner who, in addition to fee earning, is responsible for ensuring the service levels we set are met.

We therefore seek our clients' views on the service we offer and value the feedback we get. By providing the facility for feedback to be given our clients can tell us what they think about the service we are providing at any stage, and not just when we ask for it. Where there is scope for improvement we genuinely want to know that, so we can take action.

So why do we do this? We feel that it is our commitment to service that has seen the firm grow significantly since it was originally set up and we believe that it is the foundation upon which the firm will continue to develop and expand in the future.

Our Commitment to Excellence

In order to provide the very best level of service to our clients we understand the need for excellence. All of our solicitors are experienced specialists in the areas in which they practice.

Our private client team includes members of the Society of Trust and Estate Practitioners (STEP), our Family law teams include Resolution Accredited Specialists as well as an accredited Mediator and all of our litigators are members of the Property Litigation Association and the Professional Negligence Lawyers Association.

Our residential conveyancing work is recognized as meeting the very highest standards and we were among one of the first firms to have become accredited to the Law Society's Conveyancing Quality Scheme.

Through a commitment to continued professional development and focused training we encourage our lawyers to increase their specialisms and experience.

Our Commitment to Quality

We are extremely proud of the culture we have established at the firm. We recognize that the quality of the service we offer our clients can only be achieved by having highly motivated, committed and trained staff.

Our cultural vision is therefore focused on developing all of our staff and enhancing the quality of the environment in which they work.

The values we have set run through the whole firm and are shared by everyone that works at MacDonald Oates.

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.