



Quality of Service

- A colleagues Client is a Practice Client and we are committed to interacting within the Practice to give the best service we can provide.
- We will always act professionally and in the best interests of our Clients and theirs.
- We will endeavour to ensure everything we do is the best we can achieve.
- We will always look to continuously improve and be innovative in our work.
- We will support each other in all aspects of our work.

Respect for People

- We believe a pragmatic and non-adversarial approach is key to creating better and more enjoyable working relationships with our colleagues, Clients and all those we work with.
- Where problems arise, we look for the *fix* not the *fault*.
- We aim to understand and respect the diversity of everyone we deal with and act accordingly.

Training and Development

- We are committed to the exchange of knowledge, skills and understanding between our wide range of trained and qualified personnel to benefit all.
- We will offer help or assistance as we would seek it ourselves.
- We will strive to keep pace with change.
- Our Practice Charter is endorsed by all Senior Partners and has the full support of the management, and overall responsibility for its effectiveness lies with [Denise Sheerin](#) (Practice Manager).