



Client Care Policy

14 April 2025

Our ref: Client Care Policy 2025

Jacob Archer

Thurstans Hoskin Solicitors LLP ("the Firm") is committed to delivering a professional, responsive, and accessible legal service to all clients. We recognise our duty of care not only to clients but also to society, the courts, regulators, employees, our insurer, and the wider public.

This policy outlines our standards for client care, with specific guidance on handling vulnerable clients, potential abuse, and modern slavery concerns.

1. General Duties and Responsibilities

1.1. All staff have a duty to report any conduct or issue likely to harm the interests of clients, the Firm, the legal profession, or third parties.

1.2. Concerns should be raised with:

- Your **Head of Department**
- The **Practice Manager**
- **Mr Stephen Morrison**, Complaints Partner

1.3. If none of the above are appropriate (e.g. if you believe a partner may be involved), contact the **SRA Professional Ethics Helpline** on **03706 062 555** (available Monday-Friday, 8.00-18.00, and from 9.30 on Tuesdays).

2. Vulnerable Clients

2.1. Extra care must be taken when working with clients who may be considered vulnerable. Vulnerability may arise due to:

- Lack of mental capacity
- Disabilities or impairments
- Situational factors (e.g. coercion, bereavement, language barriers)

2.2. Any concerns should be reported to the responsible **Fee Earner** and the **Practice Manager**.

2.3. Where vulnerability is identified, the Firm will make reasonable adjustments to support the client appropriately and sensitively.

3. Abuse and Modern Slavery

3.1. All staff should remain alert to potential signs of abuse or coercion. This may include, but is not limited to:

- **Physical abuse:** e.g. unexplained or suspicious injuries
- **Financial abuse:** e.g. pressure to alter a will or transfer property
- **Psychological abuse:** e.g. clients manipulated or controlled in decision-making

3.2. Staff must report any concerns, however uncertain, to the **Risk Manager (Barbara Archer)**.

3.3. The Firm also remains vigilant in identifying signs of **modern slavery**, including forced labour, exploitation, or servitude. All concerns must be reported without delay.

3.4. Further guidance can be found in the Firm's **Modern Slavery Statement**.

4. Client Onboarding and Conflict Checks

4.1. Enquiries from prospective clients are initially handled by the Conveyancing Department or appropriate team.

4.2. Basic information must be recorded to enable a **conflict of interest check**, including:

- Client's name and contact details
- Nature of the matter
- Relevant timescales

4.3. If concerns are raised at the outset regarding the nature of the work, deadlines, or capacity to take on

the matter, the team should consult the **Senior Reporting Officer (SRO)**.

5. Confidentiality and Data Protection

5.1. The Firm complies with the **UK GDPR** and all other applicable data protection legislation.

5.2. Clients are informed of their rights through our **Terms of Business** and accompanying **Privacy Notices**.

5.3. Copies of our GDPR Policy and privacy documents are annexed to this policy and available on request.

6. Communication Standards

6.1. Staff are expected to respond to client communication (email, post, phone) in a timely and professional manner.

6.2. Where a response cannot be given immediately, a **reasonable effort** must be made to respond promptly, or a colleague should be asked to do so where appropriate.

6.3. Clients must be treated with courtesy, respect, and clarity at all times.

7. Referrals and Third-Party Contacts

7.1. Where appropriate, clients may be referred to third-party professionals (e.g. surveyors, mining specialists, experts).

7.2. All referrals must be approved by the **SRO**, ensuring:

- No conflict of interest;
- Independence of judgment is preserved.

7.3. The Firm does **not accept or pay referral fees**.

8. Reasonable Adjustments and Accessibility

8.1. The Firm will make all reasonable efforts to accommodate clients with specific needs, including:

- Step-free access at our Redruth office
- Adjacent parking facilities
- **Home visits** where appropriate
- **Large print** documents on request
- Verbal explanation of documents for clients with literacy difficulties

8.2. Each client is treated as an individual, and the Firm will tailor its services accordingly.

9. Conveyancing Communications and Workflows

9.1. The Firm uses **workflow systems and key date tracking** for conveyancing transactions to improve consistency and transparency.

9.2. At the outset of a conveyancing instruction, Fee Earners should:

- Discuss communication preferences with the client;
- Agree an appropriate level and frequency of updates.

9.3. Some clients may wish to be updated only at key milestones; others may prefer more frequent communication. Fee Earners must take reasonable steps to meet these expectations.

10. Policy Implementation and Training

10.1. All staff are inducted in client care procedures and are notified of any changes to policy.

10.2. Standard document templates are centrally maintained and updated to reflect evolving regulations and best practices.

If you require this document in an alternate format, please call us on 01209 213 646.