



SELECT LEGAL

Client Care

Service Charter

Our Mission

Select Legal are committed to establishing **LAWFUSION™** as a leading brand in the technology market that is instantly recognised as being...

- ❖ A system that is easy to use
- ❖ Provided by a company that is a pleasure to work with
- ❖ A solution that will enable law firms to reduce costs, increase turnover and deliver improved service to their clients.

Our Values

We pride ourselves on...

- ❖ Treating people with respect, dignity and honesty
- ❖ Maintaining high professional standards
- ❖ Continually striving to improve our customer service standards
- ❖ Striving to go that extra mile to exceed client expectations

Client Service Standards

Most of our clients have been so for a long time which we attribute to our ongoing implementation of high customer service standards.

When you contact us...

By Phone

- ❖ We will answer your call as quickly as possible. If all analysts are engaged, we will call you back.
- ❖ Your call will be dealt with in a courteous and professional manner.
- ❖ We will work as quickly as possible, without compromising quality, to ensure your query is dealt with swiftly.
- ❖ If the person answering is unable to deal with your query, then you will be passed to someone who can.

By E-mail

- ❖ You will receive an automated reply indicating our system has received your e-mail.
- ❖ We will endeavour to reply to your e-mail within 24 hours of receipt.
- ❖ If we will be unable to fully answer your query within the 24 hour period, we will reply to your e-mail to keep you informed.

Contacting our team

It is one of our utmost priorities to ensure that our clients are able to contact us when in need of assistance.

Contact Details

Telephone: 0845 2 576 288

E-mail: support@selectlegal.co.uk

Website: <http://support.selectlegal.co.uk/> (Login details sent to users at time of order).

Hours: Monday - Friday, 09:00 - 17:30

Any help you require should be raised with the support team. You will be issued with a Call Reference which you should retain for the duration of the call.

Out of hours support

Out of hours support can be requested by using our emergency ticketing system. This is a chargeable service, and will involve paging an out of hours analyst.

Ticketing system: <http://emergency.selectlegal.co.uk/>

Progress Check

If you would like an update on the progress of a previously reported call then please ***contact the analyst assigned to the issue.***

If you quote the reference when in touch with the Support Team, they will be able to put you in contact with the person who is dealing with it.

You can also check the progress of your calls by visiting the Support Website (as above) and choosing the *Support Calls* option.

Escalation

As we aim for high standards of client care, we believe you will be more than satisfied with the level of service delivered by our Support Team.

However, should a reported call not be dealt with in line with your expectations we have created a process by which you can escalate your call.

Phase one – initial escalation

Should you feel you need to escalate your call from the Support Team please contact the Support Manager **Paul Dervey**.

Telephone: 01482 62 888 6

E-mail: pld@selectlegal.co.uk

Phase Two – further escalation

If the Support Manager is not available, or if having spoken with the Support Manager you still feel that your issue is not being dealt with appropriately, please contact the Support Director **Mike Craven**.

E-mail: msc@selectlegal.co.uk

Writing to us

You can correspond with us by letter using the following addresses...

Postal Service

Select Legal Support Team

Orchard House

The Square

HESSLE

East Riding of Yorkshire

HU13 0AE

DX Service

Select Legal Support Team

DX 700075 HESSLE