

Here's our commitment to our customers & suppliers...

1. Background

1.1 The purpose of this document is to inform employees (Head Office staff) customers (instructing solicitors) and suppliers (consultants) of their responsibilities and reasonable expectations when dealing with Jacqueline Webb & Co.

1.2 The charter includes:

1.2.1 Standards of service.

1.2.2 Professional development.

1.2.3 Complaint handling and redress.

2. Aim:

2.1 Jacqueline Webb & Co's aim is to respond to all customers and suppliers as efficiently and effectively as possible.

3. Principle

3.1 Contact with solicitors and other professionals will, at all times, be prompt, business like and courteous.

4. Response times.

4.1 Verbal communications

4.1.1 The company will answer 95% of calls within 5 rings during normal working hours (08.30 am to 6.00 pm Monday to Friday). There is an out of hours service for emergency issues to which Head Office staff will respond at the earliest opportunity.

4.1.2. Individual Head Office staff members will deal with enquiries, within their knowledge and capabilities. If they are not able to deal with the issue themselves, details of to whom the enquiry will be passed will be given to the caller, before passing to the

relevant person.

4.1.3. All telephone conversations of significance to instructing bodies, other experts and claimants will be confirmed in writing by letter or by email. Dated file notes to record telephone conversations will be written and kept on the case file where follow-up letters are not required.

4.2 Written correspondence

4.2.1. To help maintain consistency and quality standards, all letters from consultants will go out on Company headed notepaper and be typed by Company staff, unless otherwise agreed by the Company in which case copies of all such letters will be sent to the Company's office.

4.2.2. Copies of any correspondence to any third party about a case will be sent to the instructing solicitor. Contact with that third party will only be made with the agreement of the solicitor.

4.2.3. All correspondence which arrives at the offices in Salisbury or Helensburgh will be stamped with the date that it is received. Items marked or considered by the administrative staff to be urgent will be faxed, dealt with by telephone or mailed to the consultants on the day of arrival.

4.2.4. Correspondence received by consultants marked 'urgent' will be dealt with by return. Telephone messages and emails to consultants are to be acknowledged within 1 working day with an agreed timeline for a full response.

4.2.5. Letters or documents that are marked urgent will be processed as quickly as possible and take precedence over other work.

4.2.6. Consultants should warn the appropriate Allocations/Workflow Organiser that urgent work will be coming into the office for processing. The work is to be clearly marked as urgent when it is sent to the office.

4.2.7. Non-urgent letters will be processed and issued within three days of receipt in the office or sooner.

4.2.8. Non-urgent draft reports will be e-mailed back to the consultant within five days of receipt in the office or sooner.

4.2.9. All routine correspondence (for example, requests for unavailable dates will be responded to within five days of the Company's received date stamp

4.2.10. Consultants are to respond to non-urgent extra work on cases taking less than four hours to complete within seven working days. A delaying letter must be issued within three days of the receipt of the instruction if this is impracticable.

4.2.11. Consultants will deal with requests for more substantial pieces of non-urgent extra work (likely to take in excess of four hours to complete) as quickly as possible. They are to send an 'acknowledgement' letter to the customer within three days to include the completion date for the work.

5. Appointment procedures

5.1. All letters of instruction are to be read thoroughly and any queries are to be raised with the instructing solicitor or through the appropriate Allocations/Workflow Coordinator.

5.2. The Allocations/Workflow Coordinator is to be notified immediately, with justification, if any quotation is deemed too low. If

necessary, a revised quotation will be negotiated with the client.

5.3. Consultants must make a date for an appointment to visit claimants within two weeks of receiving a referral from the Company, or give written notification to the customer of their reasons for the delay.

5.4. If the date of assessment to the trial date exceeds 18 months, consultants will need to seek permission from the solicitor to re-visit in order to bring the report up to date.

6. Confidentiality

6.1. All information and/or documentation is to be treated as strictly confidential and not for disclosure to any third party.

6.2. Consultants will be given access to hard copy or emailed anonymised versions of Jacqueline Webb & Co's report for product familiarisation purposes. They will also review other consultants' reports. The contents of the reports are strictly confidential and should not be discussed or used as a development vehicle for anyone other than Jacqueline Webb & Co's employees or consultants

7. Professional development of consultants

7.1. Consultants will retain familiarity with and adhere to the advice given in:

- The 'Code of Ethics' of his or her profession
- Civil Procedure Rule 35
- Civil Procedure Practice Direction – Experts and Assessors
- The Experts' Protocol

7.2. Consultants will maintain membership and comply with the directives of their professional body and keep their practice registration up-to-date. They will also maintain 'hands-on' currency.

7.3. All new consultants are required to attend the

following Professional Development sessions which are arranged by the Company:

One-to-One

Stage 1 Familiarisation days with his/her Quality Assurer and the Head Office team.

Stage 2 Familiarisation.

Stage 3 Familiarisation Court Room Skills.

Annual conference.

7.4. Consultants will be expected to participate in Quality Assurance Reviews and consultant liaison meetings by telephone.

8. Professional development of employees of Jacqueline Webb & Co

8.1. Those employees employed specifically for their healthcare expertise will maintain professional registration in the same way as consultants. Report writers will also retain 'hands-on' currency.

8.2. It is the policy of Jacqueline Webb & Co that all new employees will receive a comprehensive induction to the company and their individual job-role. The policy covers both new employees and those who have been appointed to a new position within the company.

8.3. Induction will be carried out in two stages. The first stage covers the introduction to the company and the second stage ensures that all employees have an opportunity to discuss and identify their job-related training and development needs.

8.4. Stage one of the induction will be carried out during the first day of employment

8.5. Ongoing development of staff will be the responsibility of the individual and their line manager in the first instance. This is with the overall aim of being able to not only develop the Company and maintain standards, but also to provide

individuals with the opportunities to reach their full potential.

9. Interpersonal relations

9.1. Adherence to the principle at paragraph 3.1 will guide all relationships.

9.2. Appointments are to be attended to in a punctual manner. If an unavoidable delay occurs, reasons for delay must be conveyed to waiting parties as soon as possible. Consultants are to dress in a manner appropriate for a business engagement when meeting claimants or clients.

9.3. Internally, each employee will honour other people's workloads and not cause disruption to others by frequent or protracted conversations.

10. Complaints

10.1. The Company will pursue the objective that any potential issues should be resolved at the lowest possible level. This requires timely exposure of the problem and proactive communication by all parties.

10.2. Internal grievances will be dealt with as specified in the Company's grievance procedures.

10.3. Formal complaints should be made in writing to:

Director of Services/General Manager

**Jacqueline Webb & Co
17 Barnack Business Centre
Blakey Road
Salisbury
SP1 2LP**

10.4. A written response will be made with 10 working days. If the Company cannot do this, notification of response date will be given within seven days. The Company aims to send a full response within 20 working days as specified by the Freedom of Information Act. For requests under the Data Protection Act, a full response within 40 days can be expected.