

## Vulnerable Client Care Procedure

WSP Solicitors is committed to delivering excellent client service and client care. We realise that it is particularly important to treat vulnerable clients, their families and representatives, with additional consideration. We are committed to being both sympathetic and sensitive to any issues a vulnerable client may have and to ensuring that WSP Solicitors and its staff treat vulnerable clients, their families and representatives with dignity, kindness and respect at all times.

Our client care policy describes what this commitment means in practice and what our clients can expect from us. We will endeavour to adhere to the principle of putting our clients first; thereby ensuring that service excellence is an integral part of the planning and delivery of all services to our clients.

In order to achieve client service excellence, WSP Solicitors aims at all times to:

- provide clients with a high quality, professional and consistent service;
- act in accordance with the SRA Code of Conduct 2011 and other relevant regulatory requirements;
- act in a respectful and courteous manner in all dealings with clients;
- represent our clients' best interests;
- ensure all our staff fully understand and are committed to client care in all their interactions with clients;
- ensure we communicate effectively with our clients and with an agreed mode of communication upon request;
- give clear legal advice;
- ensure all relevant facts are noted in an attendance note of any meeting.

When WSP Solicitors acts for vulnerable clients, their families and their representatives, we aim at all times to:

- meet our client alone initially, but recognise that some vulnerable clients may wish to have a trusted relative or friend present for at least part of a meeting;
- take care, where legal terminology is used, to ensure that a client clearly understands what has been said at a meeting and not to proceed until we are satisfied with our client's understanding and that our client is comfortable;
- record the identity of those persons present at a meeting and, where requested by the client, confirm this in writing after the meeting has taken place;
- record if a client declines to be accompanied at a meeting and, where requested by the client, confirm this in writing after the meeting has taken place;

- be aware of any potential capacity or physical limitations, for example mobility, continence, hearing or visual impairment, and to take these limitations into account when meeting a client;
- produce correspondence and documentation in large print and Braille **(at the client's expense)** where requested;
- align the pace and duration of any meeting to the needs of our client;
- to offer, where appropriate, to visit client(s) at their home.
- to advise on request what disabled parking facilities and access are available and to ensure that comfort facilities are readily accessible;
- to ensure that money laundering requirements are met whilst being sensitive to any embarrassment which may be caused if a client does not have a current passport or driving licence;
- to ensure that any Attorney provides identification for verification purposes.