



Clients' Views 2010

Expertise and Understanding Legal advice from Irwin Mitchell

As part of our commitment to putting our clients first we are interested to hear our clients' views about the service they received from Irwin Mitchell to determine whether our people are offering the highest level of professionalism, expertise, dedication and sensitivity, when dealing with our seriously injured clients.

To help us do this we regularly speak to our clients and listen to what they have to say. Doing so helps us to understand how well we are performing and also understand more about what we can do to improve the service for our seriously injured clients.

Above all, we put you first.

In 2010 our clients told us that:

- **92%** of clients would recommend Irwin Mitchell.
- **92%** rated highly the quality of expertise and advice from Irwin Mitchell.

Overleaf are just some examples of what clients had to say about the service and support we provided.

What were clients first impressions of Irwin Mitchell?

92% of clients had a very favourable first impression of Irwin Mitchell. They said that our efficiency, helpfulness and ability to make them feel at ease were key and important factors.

"Very friendly, sympathetic but more importantly to me was understanding my injury and the type of pain I was in".

"It was the first time that anyone had listened to me properly".

"He came across to me as somebody I could trust and that had not happened to me for a while and that was what I needed".

Demonstrating Expertise and Understanding

Our clients scored us highly on both being experts in and understanding the issues caused by their injuries which were greatly appreciated.

"She specialises in head injuries.....she talked to me about it and explained things. She fully understood it".

"She had obviously dealt with a number of cases with similar injuries to me and I felt she understood the pain I was in".

"She was fully aware of the implications and the effect it was having on the family and how much it had affected the family as a group".

"They had the experience of dealing with the military more than anything which helped".

Providing Guidance and Advice

Most clients felt that Irwin Mitchell helped them to fully understand what the process would involve and kept them informed throughout the life of their claim.

"Irwin Mitchell helped me a lot to understand my case and understand where it was going and how long it was going to take, what processes it was going through at each stage of the case".

"I was very happy with it".

"They just explained the process. They were quite good at how they explained how it would work and bringing all the details together".

Most valued aspect of the service

Aside from achieving a positive and the best outcome for our clients, it was the personal aspects of the service that clients most valued.

"They were so compassionate and so understanding towards us. Really very gentle the way they handled it and that counts for a lot".

"I valued the fact that he thoroughly understood what was going on".

Being fully understanding of their situation

"I think at the beginning I really appreciated the fact that there was no pressure".

A prompt and reliable service

"I really valued the professionalism and how they conducted everything. I got so many updates with the letters".

"The person I was dealing with, if she said she was going to do something she did it".

Friendliness and Approachability

"Just how approachable she was and she was always getting back to me".

"I just valued her attitude, friendliness, very easy to contact, very easy to chat with and very understanding. I felt sort of safe in her hands".

Being treated like an individual and being on your side

"I think you always felt as if they were on your side".

"I think what I valued the most was the solicitor treating me like an individual.....whenever I spoke to her she was always very friendly and asked how I was.....it was more personal".

Other comments from clients delighted with the service

"I think the thing that really impressed us was the speed at which it was all settled".

"Just the whole service, they were so efficient and so caring. They were just so good I really could not fault them at all".

"It was a really positive experience and we felt that they did everything they could for us and we had a result that was better than we had expected".

"I was incredibly impressed and glad that I did not go anywhere else...from the start to the end I was glad that someone pointed me in Irwin Mitchell's direction".

"I thought they provided an excellent service in what was quite a stressful situation and in that respect I thought they were very sympathetic".

"Irwin Mitchell were just tip top. It is difficult to fault them. The professionalism was absolutely outstanding".



Irwin Mitchell Birmingham Bristol Glasgow Leeds London Manchester Newcastle Sheffield

Irwin Mitchell Consulting Office[†] Leicester

Irwin Mitchel Abogados Madrid Málaga

[†] Accredited Irwin Mitchell offices: Birmingham, Leeds, London, Manchester, Newcastle, Sheffield

[†] Consultations are by appointment only

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