

**McGILLS**

**Chartered Accountants**

# **CLIENT CHARTER: OUR PROMISE TO YOU**

**GREAT PARTNERSHIPS START HERE...**

# OUR PROMISE TO YOU

**At McGills we are committed to providing you with a high quality service. We provide straight forward, no nonsense accountancy services, aimed at saving you time, money and tax.**

We work hard to meet the highest standards and we treat every client with care and professionalism in order to deliver on our promise.

***“Honest, trustworthy working partnership.”***

Mr K Juson – Analogue Integration Ltd

***“Extremely professional, friendly and approachable service.”***

Mrs S Jones – The Graphics Network Ltd

***“Good, solid, practical advice and excellent value for money.”***

Paul Byrnes – Byrnes Darwin

# Our pledge to you

1

A personal, caring service comes first. We deliver a personalised service in an efficient and cost-effective way.

2

Our team will aim to respond to all your calls and emails within 24-48 hours.

3

We will complete your draft accounts within 30 working days of receiving your complete year-end information

4

You may query any of our fees within 30 days of receiving our invoice and we will always provide you with a detailed analysis.

5

You will always receive a friendly, courteous service and be treated with the utmost respect.

## Our pledge to you (continued)

6

We ensure all your information remains strictly confidential.

7

You will always have at least one partner available to assist you, supported by our experienced team.

8

We will help you minimise your liabilities, make the most of reliefs and allowances and avoid missed deadline penalties.

9

If in the unlikely event that, as a result of our actions, you receive a fine or penalty, we will compensate you accordingly.

10

Your feedback is important to us. We always value your comments and suggestions.

# Your commitment to us

1

Tell us at the outset what your needs and expectations are, so we can agree what is achievable.

2

Let us know if those expectations or needs change at any time.

3

Tell us if you have any specific time limits or targets, which may not be obvious to us.

4

Provide any information we request as soon as possible – if there's likely to be a delay in doing so, please let us know.

5

Be as courteous to our team as you would expect us to be to you.

## Your commitment to us (continued)

6

Bring all relevant papers with you when you come to see us – if you are not sure what you should bring, please ask and we will help you.

7

Complete your bookkeeping a quarter after the year-end and let us know when it is ready for us to prepare the accounts.

8

Respond to our query emails within five days.

9

Tell us if you have not understood something. No question is too small and we are always happy to explain things.

10

Inform us if your contact details or your personal circumstances change.

# McGILLS

Chartered Accountants

If you have any questions, or would like further information, please contact us.

**Cirencester office:**

**01285 652128**

Oakley House, Tetbury Road,  
Cirencester, Gloucestershire, GL7 1US

**Malmesbury office:**

**01666 823201**

14a The High Street,  
Malmesbury, SN16 9AU

**Fairford office:**

**01285 711582**

3 Market Place, Fairford,  
Gloucestershire, GL7 4AB

**mcgills.co.uk • partners@mcgills.co.uk**



**Sage**

Accredited  
Accountant  
Partner

