





The main reasons you gave for choosing to work with us was our ability to provide understandable advice, value for money, passion for solutions and excellent customer service.

Exceeding expectations

We are dedicated to providing you with efficient, ethical and effective solutions to all legal and commercial needs.

To that end, we keep you informed at all times of progress, actively seek your feedback and gladly accept that a flexible approach is necessary to achieve your optimum goals.

We have earned the reputation for responding to tight time-scales and for completing assignments and tasks to budget.

We also recognise that two factors – time and money – are of paramount importance. So we produce regular updates on the financial aspects of our work for you, whilst our sharper focus and reduced overheads result in more tailored advice and realistic fees.

Our key values represent the ambitions and the service delivery objectives of our firm. We will go the extra mile for you because we know how importantly you value our commitment.



Support and affinity

Every three years we use external consultants to assess what you think about us. Here are some of the comments from our last survey.

“...a strong reputation... providing excellent client care.”

“Problem solving expertise for our needs.”

“...a national firm delivering valued legal services.”

“Making a difference.”

“...with you every step of the way.”

“They build up the relationship and the trust.”

“Devonshires’ great strength lies in the quality of their people.”

“They are inspired by committed partners who insist on top level attention to clients.”

“They work hard to make everything go off smoothly.”

“I regularly recommend Devonshires.”

“Proactive individuals who provide a fast response. The service is often over and above expectations.”

“We actively seek the opportunity to meet with you on a regular basis to discuss the progress of the work we are doing on your behalf”

A wider perspective

We want our relationship with you to be long and successful. So we strongly believe in the importance of adding value to the service we provide.

This is led through our active client relationship programme to make sure we understand you, the people within your organisation who rely on us and deliver on our commitments.



Our promise to you

Commitment – we will treat your business as important and commit the necessary time, resource and expertise to achieving your desired outcomes.

Communication – we will communicate with you at all levels and on all matters of relevance and interest to you and make sure we understand what you want to achieve.

Consistency – we will ensure that you are advised consistently by people who are known to you and who you enjoy working with.

Development – we will develop your employees and our employees so that they are better equipped to work together.

Evolution – we will evolve our service and approach to suit the changing needs and nature of your business.

Excellence – we will provide you with an excellent service.

Integration – we will work very closely with and alongside you to achieve the outcomes that we identify together.

Investment – we will invest time in understanding you, your business and your values, to ensure that we provide you with the service that you want, in the manner that you want.

Leadership – we will provide you with strong leadership through close and ongoing partner involvement in every matter.

Solutions – we will work on a solutions driven basis.

Transparency – we will be transparent with you in all aspects of our service, including in respect of fees.



Salisbury House, London Wall, London EC2M 5QY t: 020 7628 7576 f: 0870 608 9390
www.devonshires.com