



Customer Service Champions

Entries for this award are for law firms ONLY.

We are all committed to doing the best for our clients and acting in their best interests. But which firm goes above and beyond? Who can demonstrate customer service excellence? Who has embedded a culture of “delighting” their customers? And who can provide an evidence-based assessment of what it means to their clients to go the extra mile?

Criteria

This firm must demonstrate over the last 12 months:

- How they have operated in the best interests of the client and the profession whilst managing expectations.
- How they have embedded a culture of customer service excellence.
- How they excel at dealing with service issues or complaints which may arise.
- Examples or case studies of real-life situations where they have overcome obstacles to delight their clients.
- Entrants are encouraged to submit example of user reviews and testimonials as part of their submission.