

The Serve Legal Guarantee

99% Programme Delivery:

We guarantee the delivery of our programmes within the timeframe agreed. Your deadlines are embedded in our delivery model, and we ensure that every audit programme is executed seamlessly and efficiently.

48-Hour Turnaround:

We deliver swift and efficient service with our commitment to a maximum 48-hour audit report turnaround. From the moment the audit takes place, expect the comprehensive report to land directly in your inbox within 48 hours.

Prompt Query Investigation and Resolution:

We understand the importance of addressing your queries swiftly. Our Client Services Team is committed to investigating and resolving any client queries within 3 business days. Your satisfaction is our priority, and we strive to provide solutions in a timely and efficient manner.

Data Security and Anonymisation:

All data collected during our audits is handled in strict accordance with our ISO 27001 accreditation. Data used for sector benchmarking will be anonymised to protect the privacy and confidentiality of individuals and organisations. Any personal data that is collected will only ever be shared with the client to which it pertains.

Dedicated Account Support:

Each client is assigned a dedicated Client Manager to ensure personalised attention. You can expect responsive and proactive communication from our team, addressing your enquiries and providing updates promptly.

Ethical Employer:

We commit to supporting all Auditors who complete work for Serve Legal by offering fair pay, flexible working hours and unique career development opportunities. Our dedicated team of Area Managers ensure that Auditors have a strong working relationship with Serve Legal; enabling them to complete safe, thorough and accurate audits for our clients.

Environmental Responsibility:

We are committed to minimising our environmental impact. Our processes are designed to be eco-friendly, incorporating sustainable practices whenever possible. Serve Legal is dedicated to responsible business operations and minimising our carbon footprint.

If Serve Legal fail to deliver on these standards, for eligible audit programmes, any impacted audits will be completed free of charge.

Eligibility for The Serve Legal Guarantee

- Audit programme must be contracted for a minimum of 12 months
- Audit programme must include a minimum of 100 audits per annum
- Audits on islands (e.g. Shetland, Jersey, Guernsey) are not included in the SL Guarantee
- Home Delivery audit programmes are not included in the '99% Programme Delivery' guarantee. Audit delivery guarantees for these programmes are agreed on a case-by-case basis, according to the available delivery zones for each client.