

WATSON BUCKLE
CHARTERED ACCOUNTANTS

Our Promise
to You



EXPECT MORE

“ At Watson Buckle we are committed to providing our clients with high quality services. We strive to meet the highest standards and continually treat our clients with care and professionalism in order to deliver on our promise. ”

Mark Wilcock, Managing Director

This charter sets out what you can expect from our team.





Our highly dedicated team will aim to acknowledge all calls or emails within 24 hours and provide expectations of when matters will be dealt with.



We will ensure you have at least one director or manager available to assist you, supported by a team with the expertise and experience appropriate to your needs.



Client care with personal service comes first; we recognise that you are unique and so are your requirements from us. We aim to deliver a service that meets these requirements in an efficient manner.



We will complete all work promptly to deadlines agreed with you beforehand.



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



We will ensure all the information you provide remains strictly confidential, as we understand the importance of keeping your trust.



We will help you manage your liabilities, make the most of reliefs and allowances, and avoid the penalty pitfalls of missed deadlines.



We will always agree fees with you up front.



Your feedback is important to the development of our firm and its policies. We value your comments and suggestions and look forward to hearing from you.

HOW YOU CAN HELP US

We can only give our clients the best possible service if the information you give us is accurate and complete. Here are some suggestions for how you can help us to help you:

- Please tell us at the outset what your needs and expectations are, so we can agree what is achievable.
- Please let us know if those expectations or needs change at any time.
- Please tell us if you have any specific time limits or targets, which may not be obvious to us.
- Please meet all deadlines set by us as a firm or forewarn us if you are likely to be unable to meet a commitment.
- Please bring all relevant papers with you when you come to see us – if you are not sure what you should bring, please contact us and we will help you. Alternatively, bring what you think may help us.
- Please tell us if you have not understood something we have told you either in writing or during a meeting or telephone conversation we have had.
- Please tell us if your contact details, or your personal circumstances change, in such a way that will affect your dealings with us.

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

Watson Buckle Limited

York House,
Cottingley Business Park,
Bradford, BD16 1PE

 01274 516700

 hello@watsonbuckle.co.uk

watsonbuckle.co.uk



MGI Worldwide is a network of independent audit, tax, accounting and consulting firms. MGI Worldwide does not provide any services and its member firms are not an international partnership. Each member firm is a separate entity and neither MGI Worldwide nor any member firm accepts responsibility for the activities, work, opinions or services of any other member firm. For more information visit www.mgiworld.com/legal.