

Getting the most from your relationship with Bellevue Law



At Bellevue Law, we are known for the quality of our support during sometimes challenging workplace law matters.

We aim to provide a holistic service, not only delivering technical and strategic advice and representation but also taking account of the personal impact of the situation.

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The empathy, professionalism and kindness you showed me will never be forgotten. Thank you for everything.

CLIENT TESTIMONIAL

Since we started our annual client survey in 2018, clients have always rated us at over 9/10 on average when asked how likely they are to recommend us to a friend or colleague, and in November 2025 our Net Promoter Score was 91/100.

In 2026 we were pleased to be recognised in Legal 500's Client Satisfaction rankings, securing accolades in each of the Lawyer & Team Quality, Billing Efficiency and Net Promoter Score (NPS®) categories.

Accolades are awarded to the top 30% performing firms surveyed for each of the four headline criteria, subject to market size and data validity.

This makes the recognition highly competitive and particularly meaningful for boutique firms.

This guide draws on our team's collective experience, which spans hundreds of years, to highlight the ways of

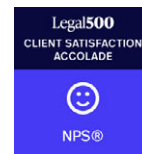
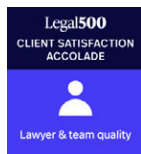
working together that most effectively support clients to achieve strong results: efficiently, smoothly and cost-effectively.

Of course, every case – and every client – is different, so our intention is to provide guidance rather than to be prescriptive. If you have any questions, please don't hesitate to discuss them with your lawyer.

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They are approachable and always provide practical and well thought through commercial advice.

CHAMBERS UK



Providing information efficiently

We mostly work on an hourly-rate basis, so the more clearly and concisely you can provide relevant information and documentation, the more cost-effective we can be.

We will often ask you to provide a written chronology and summary of the background to your situation and your goals in seeking our advice. If you are able to send this to us in advance of an initial call, it is likely to save time during the meeting and keep fees for this part of the work as low as possible.

At first, we are unlikely to need to review every potentially relevant document or communication you have – if you can let us know if you have evidence to support your case, rather than sending it across at the outset, we will let you know if we need to review it. Again, this will keep fees down in the early stages of a matter.

If we do need to see multiple documents at any stage, we may send a link to a secure site and ask you to upload them there, which avoids the cost of processing multiple emails with attachments.

And if you are able to organise your documents, for example chronologically or by issue (we can discuss this with you in advance), this will also save time at our end and costs for you.

If you are happy for us to do so, we may sometimes record Teams calls (with your express consent at the outset of the call) rather than taking a note ourselves¹. This will remove the need for you to pay for a note-taker, or the time your lawyer would otherwise spend writing up notes after the call. If you are not comfortable with this, please feel free to say so, and we can provide a note-taker and explain the likely costs involved.

Communications

We commit to providing a prompt service, and you can usually expect an acknowledgement of your communication, and a timescale for a substantive response, within one working day; for urgent matters this will often be sooner.

Please feel free to send email queries at times that are convenient to you, understanding that we will typically respond during normal working hours.

Where possible, we prefer pre-booked calls and/or meetings to impromptu calls. We find that this enables our lawyers to prepare for the meeting and provide considered advice (and record the call as described above where appropriate) and reduces the amount of follow-up work (and associated costs) required.

Likewise, consolidating written questions is likely to be more efficient and cost-effective than sending multiple short queries.

Please be mindful that our team are often working for more than one client at a time, so there may be times when they are focussed on other matters, for example due to a deadline or a hearing; likewise, this approach will allow them to give your matter their undivided attention

when required. We commit to clear communications about availability around such matters, and to managing our workload to ensure that we are able to provide all clients with appropriate support.



Bellevue delivers great communication and friendly service, the firm is efficient and thorough.

CHAMBERS UK

¹Please note that there may be times when we consider it necessary for a note-taker to be involved, for example when a detailed and accurate written note of the call is required and we believe that this may be achieved more efficiently by a note-taker than by editing the Teams transcript.

Of course, we know from experience that urgent queries or issues may arise, and we will always endeavour to go above and beyond usual working practices when necessary.

Finally, we recognise how stressful and frustrating legal disputes can be. And we also believe that clients should always be free to seek clarification of, or challenge, our advice, and to raise any queries they may have about fees.

In turn, our team is entitled to be treated with courtesy, and a mutually respectful relationship is fundamental to the success of our work together.

On rare occasions, when we are concerned about the nature of clients' communications, we will look to discuss this with a view to addressing issues on both sides and moving forwards constructively. Very exceptionally, if a client is persistently rude or disrespectful to our team despite our attempts to understand and resolve concerns, or if they subject any of our team to harassment (including sexual harassment), we may have no option but to terminate the working relationship.

Reasonable adjustments and additional support

We aim to provide bespoke service tailored to the needs of individual clients. And we have extensive experience of supporting clients to navigate workplace law issues alongside health concerns, neurodivergence and the demands of family and working life, and will always endeavour to support clients' needs.

If you require any disability-related reasonable adjustments, or other additional support or particular ways of working to make our relationship as effective as

possible, please just let us know and we will do our best to accommodate your wishes.

We hope this information is helpful and look forward to working with you. If you have any questions or concerns during the course of your relationship with Bellevue Law, please do not hesitate to ask your lawyer or contact the firm's Principal, Florence Brocklesby, at florence@bellevuelaw.co.uk.

