



Meades
Group

A high-angle, top-down photograph of a diverse group of business professionals in an office setting. They are all looking down at their hands, which are holding several interlocking puzzle pieces. The puzzle pieces are in various colors: red, orange, green, and grey. The background is a bright, white office ceiling with recessed lighting.

The Meades Client Charter

Working together for success



One of the key ways we keep our business on track is by asking everyone, including our team, consultants and clients, to commit to a clear set of principles. These are the foundation of what we do, how we perform and ultimately the first-class service we deliver.

This charter sets out the commitments we ask you, as a Meades client, to make to us, and the commitments we make to you. I believe they are essential to enable us to help you towards your own success, as we work with you to keep your business compliant, save you tax and help you grow.

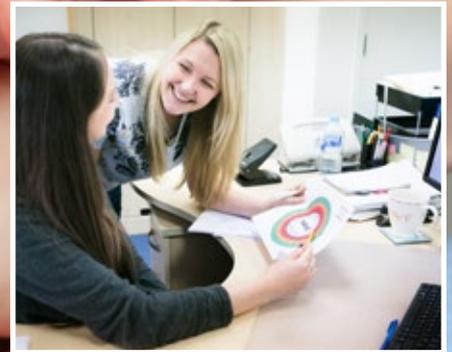
Please use these principles throughout your relationship with Meades – and, for our part, we will do the same.

Paul Meades,
Managing Director



Your commitment to us

- Maintain the high standards of integrity, honesty and openness that we rightly expect from each other
- Tell us immediately if we do anything that you are in any way unhappy with
- Provide us with all the information and answers we need to carry out our work – within the mutually agreed timescales
- Reply to our requests for information or work approval in a timely manner
- Pay for our services by monthly direct debit
- Refer your contacts to us where you believe they could benefit from our help.



Our commitment to you

- Keep you fully informed about what's happening with your business, and complete every task on or ahead of time – so that you never have to chase us
- Operate on the principle that a problem isn't solved, or a piece of work finished, until you are 100% delighted
- Reply to every telephone message or email within 24 hours
- Reply to every letter within 48 hours of the day we receive it
- Maintain the high standards of integrity, honesty, openness, professionalism and confidentiality that you rightly expect from us
- Refer our contacts to you where we believe they could benefit from your products and services
- Always be on the lookout for new ideas that could help you to build an even more successful business and achieve your business goals
- Do what we say we are going to do, when we say we are going to do it.

Our clients' opinion matters the most

“ They enable to me sleep at night because they're so professional. ”
Chris Mew, CRM Architects Limited

“ It's transformed our business and how we do our accounts. ”
Bill Pamplin, Julian Thwaites & Co.

“ They've given me a lot of confidence to enhance and grow the business. ”
Phil Ember, Ember Electrical

“ It's saved us money - and that's key for us. ”
Ray Adde, Addelec Ltd

“ Paul is a professional in what he does. Open minded, proactive and innovative specialist in his line of work. ”
Arien Brouwers



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