

Our phonecall and message policy

Phonecalls and messages

- When we are meeting with you, we do **not** take incoming phonecalls.
- We do the same when meeting other clients, ie. we don't take calls.
- Much of our work is based on deadlines. When we are working to deadlines, we do not take incoming phonecalls. Even when not working specifically to deadlines, we try to be timely in our work schedules. Lengthy phonecalls cut into this time, and lead to further delays for everyone.
- Therefore we ask you to be aware of our policy, and adapt to leaving messages and to using alternative means of communication, such as email. A phonecall may take 20 minutes, whereas the same issue may be resolved in 60 seconds by email.
- If the matter that you're calling about is **urgent**, please **tell us** and we will **respond quickly**.
- Always tell us the reason for your call. A phone message saying simply "Can you please call me back?" may result in several phonecalls to resolve the issue, whereas a **specific message** will usually result in a more specific (and therefore quicker) response.

Free advice over the phone, or by email

- **We don't give advice over the phone.**
- When we give advice, we are professionally and ethically bound by that advice we give. We need to know the whole scenario before we can safely give advice that is of value. For us to give advice when we only know half the story.....this is dangerous, and can lead to disaster
- Therefore, please don't think we're being rude or evasive when we insist on only giving full advice to those whom we take on as clients.
- **Please contact us and tell us your story. We hope we can be of service to you, and hope we can be a part of your bright and happy future.**