



## Always provide a high standard of service

Always ensure your client, or others to whom you have a professional responsibility, receive the best possible advice, support or performance of the terms of engagement you have agreed to. This is one of our five professional and ethical standards.

This standard includes, but is not limited to, the following behaviours or actions:

- Be clear about what service your client wants and the service you are providing
- Act within your scope of competence. If it appears that services are required outside that scope then be prepared to do something about it, for example, make it known to your client, obtain expert input or consultation, or if it's the case that you are unable to meet the service requirements, explain that you are not best placed to act for the client
- Be [transparent about fees](#) and any other costs or payments such as referral fees or commissions
- Communicate with your client in a way that will allow them to make informed decisions
- If you use the services of others then ensure that you pay for those services within the timescale agreed
- Encourage your firm or the organisation you work for to put the fair treatment of clients at the centre of its business culture.

Some of the key questions that you could ask yourself include:

- Do I explain clearly what I promise to do and do I keep to that promise?
- Do I look at ways to improve the service I provide to my clients?
- How can I help my clients better understand the surveying services that I am offering?
- Am I providing a professional service for a professional fee?
- Would the client still employ me if they knew more about me and the workload I have? If not, why not?
- Do I put undue pressure on myself and colleagues (especially junior colleagues) to do more than we actually can?