

We have a clear standard for how we work with you.

Clear steps. Clear updates. Clear outcomes.



You are Important

Your business and personal matters deserve attention. Because legal issues carry risk and urgency, we focus on what matters most:

- Clarity.
- Momentum.
- Confidence.



Our First Contact

When you reach out, we make prompt contact, and ask the right questions to understand your situation, and outline clear next steps.

This ensures that the right person handles your matter from the start.

Your Expectations

Before we begin, we align on the terms of engagement: the scope and timeline, the key milestones and the communication approach.

This protects your time, budget and outcomes.



Reliable Communication

Proactive communication is always a given. Expect:

- Clear, concise updates.
- Acknowledgement of messages.
- A well-managed timeline.



Clarity on Fees. Focus on Value.

We invoice in line with our upfront agreement, so the commercial value is clear.

We ask “what else?”, because effective legal support anticipates issues before they become urgent.



Hold us to account. Please do.

This standard isn't marketing copy, it's what we strive to deliver, consistently. If we miss the mark, we want to know quickly so we can fix it.

If we've done well, we'd love to hear it.



Your feedback helps us recognise the right behaviours and strengthen consistency across the firm.

If there's one thing we could do even better, tell us. We value direct, constructive feedback.

Let's keep it simple.

If you need help, clarity or escalation, we are professional, proactive and accountable.

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How to Escalate or Resolve an Issue

If something feels off, here's the fastest way to resolve it:

- Tell the person assisting you what's not working (timing, clarity, expectation, tone).
- If not resolved, ask for the matter lead / supervising attorney.
- If still unresolved, request escalation to the relevant practice head / director.

You can expect a calm review of what happened, a clear plan to correct course, and a practical timeline for resolution

What we ask of you, to keep momentum

To move quickly, we may ask you to:

- Share documents early (even if incomplete)
- Confirm facts in writing where needed
- Nominate one point of contact for instructions/approvals
- Tell us your non-negotiables (timing, budget sensitivity, reputational concerns)

This reduces rework and keeps decisions clean

What else we can help with

More than your immediate matter.

Barnard supports clients across key commercial and private legal needs. If it helps, ask us about:

- Corporate & commercial support
- Dispute resolution and litigation
- Property and conveyancing
- Employment law
- Intellectual property
- Regulatory and specialist advisory