

Client Service Standards

Our high quality legal services are delivered by qualified lawyers and professional staff



Consider

We will check if you have any individual needs, and we will take these into consideration when assisting you*



Respect

We will respect your identity, values and culture



Listen

We will listen and take care to understand your legal problem so we know how to help you



Respond

When you first contact us, we will get back to you within two business days



Inform

When you first contact us, we will tell you if you are eligible for legal advice and what the next steps are to get the help you need



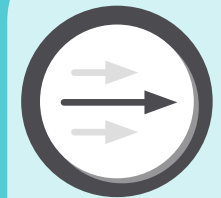
Act

If you are eligible for legal advice, we will try to get you an appointment to speak to a lawyer within two weeks



Resolve

Your lawyer will discuss your options, including potential outcomes and if relevant, how often you can expect updates



Refer

If you are not eligible for legal advice from us, we will explain the reason and where possible will refer you to another suitable service.



*For example, we may ask if you need an interpreter, ask if it is safe to contact you, check if you have a requirement because of a disability and arrange a suitable method of appointment