



Service User's Charter

YOU HAVE THE RIGHT.....

- To be treated with respect, dignity and consideration regardless of your social status, education, age, race, ethnicity, disability, gender, religious belief, sexuality or political belief.
- To receive appropriate thorough and well researched advice and/or referrals to other agencies.
- To confidentiality, meaning staff and volunteers at the legal centre cannot discuss your file with another person without your consent.
- To have an advocate (friend, family member and/or interpreter) present when attending the centre if you wish.
- To be informed about the cost of any services provided, where this is applicable.

It is reasonable for you to expect:-

- Where the matter is ongoing, to be promptly informed regarding any important developments which may occur.
- Adequate time (subject to reasonable limits) and attention from the lawyer.
- That you will be notified if the file is transferred to another worker within the centre, and that the worker will be adequately briefed as to the issues.
- A lawyer who is free from conflicts of interest meaning the lawyer cannot act on your behalf where their judgment is or is likely to be affected by competing interests. For example, in a family law matter the lawyer cannot represent both the husband and or wife, or in drafting a will the lawyer cannot make provision for a gift to be made to themselves.
- That where a lawyer has any prejudices that may affect your matter, they disclose that information so that you can decide whether you still want assistance from that lawyer.
- To be informed of possible alternatives to legal action.
- To be informed of any potential entitlements to legal aid.
- To receive an itemised trust account statement if the centre receives or distributes any money on your behalf.
- To request a receipt for any money paid to the centre.

FEEDBACK/SUGGESTIONS

Peninsula Community Legal Centre welcomes feedback from clients in relation to their services. Boxes are placed in the reception area. Please feel free to speak to one of our staff or put your suggestion in the box.

COMPLAINTS

Please refer to the Service User's Complaints Procedure brochure.