

## **Norfolk Community Law Service Client Service Standards**

Norfolk Community Law Service (NCLS) is a registered charity dedicated to providing access to justice and equality in Norfolk. All our services are free, independent and confidential and are aimed at vulnerable people and those who cannot afford to access assistance elsewhere.

### **Our Commitment**

NCLS strives to deliver confidential, high quality advice and assistance by engaging with and involving our clients, building partnerships, having good governance and performing as a best practice organisation.

We are also committed to making our services accessible to as many people as possible.

What we are committed to:

- Providing clients with a high standard of service
- Working consistently within appropriate legislation and/or policy and procedural guidelines
- Providing or linking clients with services that may help them
- Responding to client feedback
- Acknowledging and endeavouring to improve client services and service delivery
- Providing ongoing training to staff
- Monitoring and reviewing our customer service standards regularly

### **Client Service Standards**

The Client Service Standards describes how our clients can expect to be treated by staff and volunteers of NCLS, and sets out what is expected of our clients, in order to achieve the best possible outcomes.

### **What You Can Expect**

You can expect us to:

- Assist you in a respectful and helpful manner, as quickly as possible
- Use clear and plain language
- Identify ourselves when we answer a telephone call or meet with you
- Respond to telephone messages or emails as soon as possible
- Listen to you and take your views in to account
- Keep appointments or contact you as soon as possible if these need to be rearranged
- Keep your information confidential and private
- Provide you with necessary and relevant information

- For all services, provide you with confirmation of the advice given in writing when appropriate. The exception to this is our Free Legal Advice Service, where a copy of the notes of your query will only be provided on request.
- Provide to you in writing agreed actions and responsibilities
- Respect cultural and religious diversity
- Respond to your cultural and language needs
- Make certain that people with disabilities can access our services

### **What We Ask Of You**

We ask that you:

- Speak with our staff and volunteers politely and with respect
- Let us know if you are unable to attend an appointment
- Provide us with accurate and up-to-date information when requested
- Carry out any actions agreed with you
- Tell us as soon as possible if your circumstances change
- Let us know if you need any extra help in understanding or accessing our services
- Let us know if you need an interpreter to use our services

### **If you are unhappy with our service**

Either:

- Speak to your adviser and discuss the problem with them
- If you prefer, raise your concerns with a senior member of our staff

### **If you are still unhappy**

- Ask to use our Complaints Procedure

### **Related Policies:**

A3.1 NCLS Equality and Diversity Policy

E1.8 Written procedure to ensure clients know of their right to access information held on file about them

F3.1 Confidentiality Policy

G1.1 Complaints Policy

G2.2 Review of Quality Processes

G3.1 NCLS Policy on Obtaining Client and Funder Feedback