

## Our Service Standards

We wish to provide the best possible level of service to our clients. Our aim is to achieve the following standards:

1. To return your telephone calls on the same day (if you cannot speak to the Attorney-at-Law handling your matter or another person at our firm when you call).
2. To respond to urgent correspondence (however sent to us) within 2 business days.
3. To respond to non-urgent correspondence (however sent to us) within 5 business days or to acknowledge receipt of the correspondence if it is not possible to respond within that time frame (sometimes we need more time to consider and prepare a response).
4. To supply you with a copy of any correspondence or other documents that other persons or organisations send us about your case within 30 to 60 days of receipt (unless the material sent to us is purely routine).
5. To confirm, in writing, your instructions to us within 2 days of you providing them (or when you give further or different instructions).
6. To confirm, in writing, any advice within 5 days of providing it to you.
7. To let you know when you can expect to hear from us after you have contacted or met with us.
8. To keep you regularly updated on the progress of your matter.
9. To let you know how long your matter will take and to inform you of deadlines and the likely consequences to you and others of them not being met.

### **How to use your lawyer in the best way**

Nobody wants to spend more money than is necessary on legal services. Repeatedly contacting our lawyers or requesting frequent meetings with them is often not the most efficient or best way of using us.

We make the following suggestions to help keep your bills to a minimum:

1. If you have a query or require some information from your lawyer:
  - (a) must he or she deal with it straight away?
  - (b) must you telephone the lawyer?
  - (c) can you raise the matter in writing?
2. If we ask you for information or request you to deal with something:
  - (a) try to attend to the matter as soon as you reasonably can or within any stated time frames; and
  - (b) provide what is asked for in a clear and logical way.