



Customer Service Charter

Our Mission

To deliver affordable and quality legal services

Our Values

Hodgson Lawyers core values provide a basis for our Customer Service Charter.

Communication

Actively consult, engage and communicate with, our clients.

Integrity

Be honest, equitable and ethical in all our dealings.

Respect

Recognise and respect the individual and unique requirements of all people, cultures and groups.

Transparency

Be open and accountable in all our activities.

Courtesy

Provide courteous service and helpful solutions.

Commitment

Hodgson Lawyers is committed to responsibly managing your files. We make every effort to maintain the highest standards of service to ensure we meet the needs of our customers in a professional and ethical manner with courteous and efficient service.

When you contact us, you can expect to be treated honestly and fairly. We encourage feedback on our customer service performance and welcome your input through an on line [feedback survey](#).

We are committed to:

- Responding to your enquiries promptly
- Dealing with complaints fairly, promptly and professionally
- Keeping you informed

- Providing open and accessible legal advice
- Treating our staff with courtesy and respect
- Being open and honest in your dealings with us

Our Contact and Service Standards

We are committed to communicating with you in a timely manner and being as responsive as possible to your issues, enquiries and concerns.

Contacting us in person – You can make enquiries in person at the front desk of any of our offices. They are staffed during business hours.

Contacting us by telephone – We will take your call and forward any requests for call backs to the relevant staff.

Writing to us – by post: If you write to us, we shall forward your mail to the respective person or department. Please ensure you quote your reference number if known. All post should be sent to the respective Post Office Box and it will be acknowledged as soon as practicable and we will endeavour to provide a detailed response within fourteen working days.

Writing to us – by email: If you send us an email, we shall forward that to the respective person. All email correspondence should be directed to info@hodgsonlawyers.com.au and it will be acknowledged as soon as practicable and we will endeavour to provide a detailed response within fourteen working days.

Contacting us via our Website – <https://hodgsonlawyers.com.au> We provide up to date information including forms, application forms, information sheets and relevant cases for your legal issue. We are very proud of our **interactive web site** and encourage you to use it. There is a call back form for you to click on and request your Solicitor to call you back. That message will go to their respective paralegal and if the Solicitor does call you back you should be mindful that this could incur additional fees on your matter.

Contacting Solicitors – you would appreciate that the Solicitors role is to provide legal advice to their clients. Whilst our Solicitors are keen to hear your issues and answer your questions the delivery of their advice needs to be managed. Each of our Solicitors have a paralegal appointed to assist them. If you need to speak to your Solicitor, you should organise an appointment through their Paralegal.

Complaint and Resolution Process

Making a Complaint

A complaint is an expression of dissatisfaction, however made, about the standard of service, action or decision by the firm or its staff, affecting an individual or group. You can lodge a complaint via our website ([feedback survey](#)), by writing to us, by telephone or in person at the reception desk.

How will your complaint be investigated?

1. When we receive your complaint it will be recorded, and you will receive acknowledgment from us that your complaint has been received.
2. When we receive your complaint, we will direct your concern to the most appropriate person within the firm who will be responsible for keeping you up to date on the progress of your complaint. Throughout the process, we may need to contact you to discuss your concerns or to ask for more information.
3. Providing us with current contact details (such as a telephone number or email address) will ensure we provide a response as soon as possible.
4. After investigating, we will respond and aim to resolve your complaint, giving reasons for our view.
5. We will do our best to resolve your complaint within ten working days but if we require more information or time, we will keep you informed of our progress.

John O'Byrne
Practice Manager