



CUSTOMER SERVICE CHARTER

OUR MISSION

To deliver affordable and quality legal services to all our clients

OUR VALUES

Hodgson Lawyer's core values underpin our Customer Service Charter:

- **Integrity**
We will be honest, fair and ethical in all our dealings.
- **Respect**
We will recognise and respect the individual and unique requirements of all individuals, cultures and groups.
- **Transparency**
We will be open and accountable in all our activities..
- **Professionalism**
We are committed to the professional, responsible and efficient management of your legal matter

OUR COMMITMENT TO YOU

We are committed to:

- Responding to your enquiries promptly
- Keeping you informed
- Treating our customers and staff with courtesy and respect
- Being open and honest in your dealings with us

- Dealing with complaints fairly and professionally

CONTACTING US – SERVICE STANDARDS

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 relevant 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 . 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 relevant person or department. All email correspondence should be directed to info@hodgsonlawyers.com.au and it will be acknowledged as soon as practicable. 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 a variety of legal issues. 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. If the Solicitor does call you back, you should be mindful this could incur additional fees on your matter.

Contacting Solicitors –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 to ensure you do not incur additional and unnecessary expense. Each of our Solicitors has a paralegal appointed to assist them. If you need to speak to your Solicitor, you should organise an appointment through their Paralegal in the first instance.

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 28 working days but if we require more information or time, we will keep you informed of our progress.



Amanda O'Byrne
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