

Community Legal Advice Customer Charter

Community Legal Advice is a service run by the Legal Services Commission and paid for by legal aid. We provide a free and confidential legal advice and information service through our helpline and the Directgov website.

The service covers English and Welsh law and offers specialist advice in the areas of benefits and tax credits, debt, employment, education, housing and family.

We aim to provide a high quality service for all of our clients. This Charter describes the standards we work towards.

Our commitments to you

Efficient service

- We will answer 95% of our calls live. On average calls will be answered within 30 seconds
- If you leave a message or email us we will get back to you within 24 hours
- We will use your complaints, comments and compliments to evaluate and build on our services
- We will respond to complaints within 3 working days

Personal service/accessible

- When you speak to our staff they will be polite, approachable and professional
- Our operators will make sure that they understand your problem when you explain it and if your query is referred for specialist advice you will not have to repeat the information
- Our operators and advisers will explain what help they can give and what will happen next
- You can speak to your adviser, in confidence, as many times as you need to until your problem is solved (or we are unable to help any further).
- Even if we can't help, we will put you in touch with other services that can
- If you are worried about the cost of a call, we will call you back
- Our letters and emails will be written in clear, plain language and will contain suitable contact details so that you can get in touch with us easily again
- Our telephone advice will be available in multiple languages

Professional service

- We will give all callers a reference number so that we are quickly able to locate your record should you need to call us back
- Any advice that we offer you will be impartial
- We will ensure that all of your information is kept confidential
- We will not discriminate because of race, religion, age, sex, sexuality or disability
- We will provide a interpreting service if you need one
- We will make information available in other languages and formats such as Welsh, British Sign Language, Braille.

Service standards

- We will achieve client satisfaction levels of 85%
- Our specialist providers will be independently reviewed using Peer Review which assesses the quality of advice and legal work. They must achieve a rating of either 'competence plus' or 'excellence' (the top two ratings for Peer Review).
- We will review this customer charter every year



How you can help us to help you

- Provide us with full and accurate information so that we can deal with your problem effectively
- Tell us about any changes in your circumstances
- Quote your case reference number whenever you contact the service
- Tell us what you think about the service so that we can improve it based on user feedback

Improving our services

We want to give you the best service we can and we are always working to improve. Listening to your views will help us to do this. If you want to comment about the service we have provided, or think we have done something wrong or something well, please [contact us](#).