

<h1 style="margin: 0;">COMMUNITY LEGAL SERVICE</h1> <h1 style="margin: 0;">QUALITY MARK</h1> <p style="margin: 10px 0 0 0;">FOR THOSE ORGANISATIONS APPLYING FOR THE QUALITY MARK STANDARD FOR WEBSITES</p>	
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<b>Name of Organisation</b>	<b>Reference No. (for LSC use)</b>
<b>Project Name</b>	<b>Website Address</b>
	Approx. no. pages on site:
<b>Main Service Address</b>	
	Contact Telephone No.
	Fax No.
	E-mail address
Postcode	
<b>Quality Representative</b>	
(The person who will be the contact for the application and audit process, and to whom Quality Mark information will be sent)	Please <b>print</b> name

Please send your application to the Quality Mark for Websites team, 2<sup>nd</sup> Floor, Fothergill House, 16 King Street, Nottingham, NG1 2AS, DX MDX 10035 Nottingham.

**Signed on behalf of the applicant organisation by an authorised signatory**

.....(Signature).....(Print full name)

Position in organisation ..... Date .....

<b>Access to Service</b>		
<b>A1 The service should be appropriate to the needs of the local / target community</b>		
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>
A1.1	Does your written strategy or plan include the purpose of the site and future developments?	

<b>A2 The community should be made aware of the service that is being offered</b>		
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>
A2.1	After certification, will you display the CLS logo clearly on your home page?	Yes / No
A2.2	Do you ensure that links are not made to other sites by framing them within the original site?	Yes / No
A2.3	Does the website adhere to the Legal and Advice Sectors Metadata Scheme?	Yes / No
A2.4	Do you use content from other providers on the website? Please attach list of providers:	Yes / No
	Have these providers given permission for you to use their material on the website?	Yes / No
	Do you acknowledge the source of the material on the website and state that permission has been granted for its use?	Yes / No

<b>A3 Organisations must be committed to providing equality of access to legal services for all clients.</b>		
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>
A3.1	Do you have a non-discrimination policy that precludes unlawful or unreasonable discrimination in the provision of services to clients?	Yes / No
A3.2	Is your website intended for a particular target audience? If yes please state:	Yes / No
	If you have a target audience is this clearly stated on every web page?	Yes / No
A3.3	Does your website pass the 'Bobby' test at priority 1/A rating?	Yes / No

## Seamless Services

### **B1 Clients should receive timely service from an appropriate source either by active signposting or referral**

Ref	Requirement	Achieved
B1.1	Do you have a link to the Community Legal Service Directory on the Just Ask! website.	Yes / No
B1.2	Do you ensure that the content of your site is written and presented in a way that makes it clear it is not giving legal advice, including a disclaimer?	Yes / No
B1.3	When signposting, does the information given include the name, address, telephone and fax number and web addresses where applicable?	Yes / No

### **B2 Where appropriate, users are directed to other quality sites and sources that contain related information.**

Ref	Requirement	Achieved
B2.1	Do you have a process in place to ensure that all links are checked on a regular basis to ensure their accuracy, at least every three months?	Yes / No
	Where the link is to a non Quality Mark site is there a disclaimer to this effect?	Yes / No
B2.2	Does your website provide links to primary legislation or caselaw?	Yes / No
	If so, do you use the correct citation? (Please give examples.)	Yes / No

## Running the Organisation

### C1 Someone within the organisation must be responsible for the website.

Ref	Requirement	Achieved
C1.1	Are the contact details of the person(s) or organisation(s) responsible for the information on the website clearly indicated on all pages?	Yes / No
C1.2	Are you a member of a recognised representative body? (Please give details.)	Yes / No / NA
C1.3	If Yes, do you make it clear on your website that you are regulated or overseen by an umbrella body?	Yes / No
	If No, do you make it clear on your website that you are not overseen or regulated by an umbrella body? (Please state how this happens.)	Yes / No / NA

## People Management

### D1 Organisations should have an induction procedure for all staff covering awareness of the CLS on how the service operates.

Ref	Requirement	Achieved
D2.3	If you have more than one person in your organisation, do you have an induction process?	Yes / No

## Running the Service

### E1 Client information and case files are well organised

Ref.	Requirement	Achieved
<b>There are no requirements for this standard.</b>		

## Meeting Clients' Needs

### F1 Clients receive information relevant to their needs

Ref	Requirement	Achieved
F1.1	Do you have a written process for ensuring that information is up to date?	Yes / No
	Do you maintain a written record of the date when information was last checked and deemed to be accurate?	Yes / No
F1.2	Does every page of the website include the date when the information on that page was deemed current?	Yes / No
F1.3	Does the website make the legal jurisdiction of all information clear?	Yes / No
F1.4	Do you have a written procedure for ensuring that the legal content is correct?	Yes / No

### F2 Costing structures are transparent and explained at the outset

Ref	Requirement	Achieved
F2.1	Do you state clearly any financial charges for services via the website before the chargeable services are accessed?	Yes / No / NA
F2.2	Is there a clear way for the user to cancel or continue the process that incurs a charge?	Yes / No / NA
F2.3	If you charge for a service, do you inform the client where they maybe able to get the service for free?	Yes / No / NA
F2.4	If you charge for a service, do you comply with TrustUK's Code of Practice?	Yes / No / NA
	Are you a member of an organisation which has been accredited by TrustUK?	Yes / No

<b>F3 Clients are entitled to confidentiality, privacy and fair treatment</b>		
<b>Ref</b>	<b>Requirement</b>	<b>Achieved</b>
F3.1	Do you treat client's information confidentially?	Yes / No
	Are you required to give access to client information to a third party? (please give details.)	Yes / No
	If so, do you ensure that the client is informed this may happen?	Yes / No
F3.2	Do you have a written policy to ensure client privacy?	Yes / No / NA

## Commitment to Quality

### G1 There is a clear complaints process in effective operation

Ref	Requirement	Achieved
G1.1	Do you display clear details about how to complain including contact details of the person responsible?	Yes / No
G1.2	Do have a written procedure describing the action to take when a complaint is received?	Yes / No / NA
G1.3	Do you keep records of all complaints, including a brief description of any action taken?	Yes / No
G1.4	Where you are regulated or overseen by a body do you provide details of their complaints facility?	Yes / No

### G2 The website should provide a facility for users to offer comments on the service provided.

Ref	Requirement	Achieved
G2.1	Do you have a procedure for obtaining feedback from clients, including complaints, about the services they received	Yes / No / NA
	Do you review any feedback received on an annual basis?	Yes / No

## Document List

The documents below will have to be submitted with this application form to the address on page one.

Ref	Requirement	Attached
A1.1	A written plan or strategy for the provision of services.	Yes / No
A3.1	A non-discrimination policy	Yes / No
B2.1	A written process for checking links	Yes / No
D1.1	An induction process	Yes / No / NA
F1.1	A written process for ensuring information is up to date	Yes / No
F1.4	A written procedure to ensure that legal content is correct	Yes / No
F3.2	Written policy for maintaining client confidentiality.	Yes / No
G1.2	A written procedure for identifying and dealing with complaints by clients.	Yes / No
G2.1	A procedure for obtaining feedback from clients about the services they have received.	Yes / No