

## STANDARDS OF SERVICE QUALITY FOR UNISON MEMBERS – *CONVEYANCING*

UNISON wishes to ensure that UNISON members receive the highest possible quality of service from the union's lawyers. For this reason we have produced the following Standards of Service Quality which describes the type of service you should expect to receive in conveyancing.

### Information

You should receive the following information in the first letter from the lawyers:

- the name of the legal advisor dealing with the matter
- a guidance sheet outlining the procedure to be used
- confirmation of the amount of the fixed fee and an estimate of any other expenses
- details from the legal advisor of their performance standard which sets out the likely timescale for your transaction
- details of the complaints procedure.

### Method of Communication

You will be kept in touch with progress and the legal advisor dealing with your matter will contact you at least every 2 weeks unless they have explained why you may not hear from them (for instance the transaction is some distance in the future) in which case they will explain when you will be next likely to hear from them. UNISON is committed to using plain English and it is very important that lawyers use plain English and explain any necessary jargon whenever they contact you.

### How quickly the lawyers should make contact

The lawyers should answer any letter from you as soon as possible. They will normally be answered within 3 working days of receipt. Telephone calls, faxes and emails will be answered on the same working day or if this is not possible on the next working day.

### Complaints

If you are not happy with the quality of service you receive you should first raise your concern with the firm of lawyers according to their complaints procedure. If you are still not happy you should write to: UNISON Legal Services, UNISON Centre, 130 Euston Road, London NW1 2AY.