

## STANDARDS OF SERVICE QUALITY FOR UNISON MEMBERS – *ONLINE WILLS*

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 receive from our wills service.

### **Information**

When using the online wills service you will:

- be taken through the questionnaire step by step
- guidance will be given online and tool tips will be available to help you
- there will be no charge to produce a standard will for members and their partners
- there will be a discounted fixed fee for any other work
- these fees are set out clearly in the first few pages of our online wills service

### **Method of Communication**

UNISON is committed to using plain English. The online service is written in plain English.

### **Timescales**

If you can not complete the questionnaire in one go a draft will remain on the system for 6 months. You can go back into that draft to complete or amend any information.

Your will can be downloaded as soon as you have completed the questionnaire. It must then be signed by you. A copy of that will will be stored by our lawyers.

Once the questionnaire is completed and downloaded you will also have a further 30 days to make amendments. After that time amendments will be charged for.

### **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.