

## STANDARDS OF SERVICE QUALITY FOR UNISON MEMBERS – *FREE LEGAL ADVICE*

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 outlines the type of service you should expect to receive when you use our non work related free legal advice service.

### **Information**

Our aim is to provide high quality advice over the telephone. All advice will be given by a legal advisor between the hours of 8am and 8pm Mondays to Fridays. Legal advisors will give up to half an hour of advice to members. If appropriate the legal advisors will provide you with fact sheets/leaflets afterwards.

### **Method of Communication**

UNISON is committed to using plain English and we ask our lawyers to use plain English and explain any necessary jargon to you. We ask that you are given that advice as soon as possible. If for any reason that is not possible a telephone appointment should be scheduled to take place within 3 working days.

### **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