



Service Standards

Services for all users of Coram Children's Legal Centre's Legal Practice

- We will discuss with you whether or not Coram Children's Legal Centre is able to provide a suitable service for you.
- If it is appropriate and you are eligible we will arrange to meet and discuss your case and seek your instructions.
- We will inform you about the services the Children's Legal Centre may be able to provide for you.
- We will make sure that all interviews and visits are held in a venue that is accessible to you.
- We will give you information about Coram Children's Legal Centre including contact details.
- We will carry out legal work as necessary to act on your behalf.
- We will keep in contact with you throughout your case to inform you of the progress.
- We will be available for you to contact us about your case, Monday to Friday from 9.00am - 5.00pm.
- We will give you information about other services that may be of use to you and support you to access those services.
- We will review the service we have offered you at the end of the case.
- We will evaluate feedback so that we can find out service users views on how we can continue to improve and develop our services.
- We will always try to provide the best service we can. If however, you are not satisfied with our service, please let us know and we will try to sort out your complaint in accordance with our complaints policy.
- If you have a complaint we will send you a copy of our complaints procedure.
- We will act in accordance with our confidentiality policy.