



PEEL COMMUNITY LEGAL SERVICES CHARTER OF CLIENT RIGHTS

Client Rights and Responsibilities

You have a right:

- To be treated in a respectful, non-judgmental and non-discriminatory way
- To receive appropriate, thorough and well-researched advice and/or referrals to other agencies
- To understand our guidelines for providing legal services, which we will discuss and explain on request
- To be treated with honesty, respect, dignity and regard for your privacy and confidentiality
- To bring a support person when you attend this service
- To an interpreter, if needed
- For your information to be treated confidentially at all times
- To voice a concern or make a complaint.

You have a responsibility:

- To treat staff, volunteers and other service users with respect at all times
- To not act in a rude, aggressive or abusive manner towards staff, volunteers or other service users
- To understand you are receiving a free legal advice appointment and that ongoing work/casework is resource intensive and is therefore available only in limited circumstances
- To supply correct information about yourself and your situation so that staff fully understand what is happening and can assess how to best assist you
- To participate actively with staff to resolve issues together
- To act in a way that doesn't put yourself or any other person at risk, or compromise any person's safety
- To arrive at your appointment on time
- To inform the Centre if you cannot make your appointment and reschedule if necessary.

Got a complaint or suggestion?

For any questions or suggestions regarding your rights and responsibilities, please contact:

The CEO
Peel Community Legal Services
PO Box 1711
MANDURAH WA 6210
Phone: (08) 95814511

hello@peelcls.com.au