

The Leicester Advice Customers Charter

Our advice agency aims to achieve the quality standards set out in the Community Legal Service Quality Mark and we aim to provide you with the information, advice and support you need to achieve your rights. Our advice agency will work to help you and others by seeking to influence the policies and practices of public and private bodies for the benefit of all the people of Leicester.

In carrying out our work we will seek:

- **to be available and accessible at a time and place to suit you and your needs**
- **to give you a choice on how you approach us for help and advice**
- **to ask you what you want to achieve**
- **to provide you with information, advice and support which is accurate, understandable, impartial and relevant to you and your enquiry**
- **to deal with your request for help with confidentiality**
- **to co-operate with other agencies to help you**
- **to be honest about what we can and can't do for you and why**
- **to be honest about what we think you are likely to achieve and tell you why**
- **to tell you if we may have a conflict of interest when dealing with you**
- **to keep in regular contact with you throughout your case**
- **to treat any complaint you may have**
- **to ask you for your views on our service**