

The Crown Solicitor has established the following standards for service in the conduct of legal matters.

## Legal Services

As a public sector law specialist, the Crown Solicitor will provide you with quality legal services by ensuring that Crown Solicitor's Office staff:

- Properly understand your needs/instructions.
- Understand the special requirements of your agency.
- Provide truly independent advice.
- Have expertise in the relevant areas of law who continually update their legal knowledge.
- Maintain the highest standards of integrity and professionalism.
- Add value by the services they provide.
- Continually review and improve internal procedures.
- Complete your matters within promised timetables.

## Client Communication

On receipt of your instructions:

- Your matter will be allocated to the practice group best qualified to handle the legal issues involved.
- You will be contacted within 24 hours to confirm receipt.
- A solicitor will be allocated to the conduct of your matter, and you will be provided with contact details of allocated legal staff.
- You will be provided with an estimate of fees and disbursements.

Staff will be available during normal business hours, but will endeavour to meet your needs in priority situations.

Upon review of your instructions the allocated solicitor will discuss with you details of your matter and the future conduct.

During the course of the matter the Crown Solicitor will:

- Keep you informed of progress in your matter.
- Respond promptly to your enquiries.
- Notify you of any delays and the reasons for these.
- Keep you informed of any changes in estimates of time or cost.

At the end of your matter the Crown Solicitor will:

- Write to you confirming your matter has been completed.
- Explain the outcome of your matter and tell you anything further you need to do or which you can expect to happen.
- Issue you with a final invoice in a timely manner.

The Crown Solicitor provides avenues for feedback and concerns, and welcomes your comments and suggestions.

## Cost Effectiveness

The Crown Solicitor will provide legal services at a fair and competitive price. Fees will be set at a level which aims to ensure Government agencies obtain legal services at the least cost, consistent with the obligation of the Crown Solicitor to operate on a commercial basis.