

SOLARI & STOCK

L A W Y E R S

CLIENT SERVICE POLICY

1. All of our dealings with our clients will be marked by politeness, respect, consideration and friendliness.
2. All communications are in plain English to ensure they are easily understood by you.
3. All appointments will commence at the appointed time – if for any reason the solicitor has been delayed (eg. in Court) you will be notified as soon as possible.
4. All telephone calls will be returned the same day unless you are notified that the person will be unable to do so and then you will be given an indication as to when that person will be able to return your call.
5. All incoming correspondence will be attended to promptly and no later than within 4 business days of receipt.
6. At the commencement of your matter we will provide you with estimates of the costs and expenses you will incur and as soon as we are aware that these will vary we will advise you and provide you with a revised estimate.
7. We will give you time frames within which certain stages of the work will be completed and advise you as soon as we become aware that the work cannot be completed within that time and the reason why.
8. We will honour all deadlines (court imposed, settlement dates or otherwise) within our own control and if they cannot be met we will advise you as soon as we are aware and the reason why.
9. We will discuss with you the goals you desire to achieve in your matter and regularly review our progress in achieving those goals.
10. We will contact you at least monthly (unless otherwise agreed) to keep you informed of the progress of your matter.
11. We will check with you to ensure we have achieved these standards.
12. In all Court matters we will advise you on the same day of the result of any Court attendance.
13. Our office is open, and the telephone answered at all times when any member of the firm is at the office and always between 8.30 am and 5.30 pm.

Office

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Correspondence

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Trealaw Pty Ltd trading as Solari & Stock ABN 95 463 315 570



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Legal practitioners who are directors of, or employed by, Trealaw Pty Ltd are members of this scheme



14. All of our staff are experienced and professionally trained to enable us to proceed with your matter in a prompt and efficient manner.
15. All solicitors ensure they are up to date in all areas of law in which they practice.
16. We ensure that we maintain state of the art technology to ensure efficient and cost effective production of documentation on your behalf.
17. We delegate work where appropriate to ensure your work is done in the most cost effective manner for you.
18. Our aim is to complete your matter in the most cost effective manner to achieve your goals and within your budget.
19. We have developed systems which enable us to monitor all aspects of the performance of our firm.
20. We continually audit our files to ensure our compliance with our standards. If you feel we have not met these standards please advise us immediately by contacting Michael Solari or Riccarda Stock.