

Wheatbelt Community Legal Centre is a community-based organisation providing legal services to people of our region. Because our resources are limited, what we can do for you will depend upon the merits of your case. If we think another agency is better equipped to help you, we will refer your case to them.

Your rights are important to us. However, we would also like to let you know what your responsibilities are so that we can provide you with the best possible service.

**Your Rights:**

- To expect the highest professional standards from our staff;
- To expect our staff to deal confidentially with your case;
- To be treated courteously and with respect both for yourself as an individual and for your social and cultural background;
- To be informed of all options available to you;
- To be involved in all decisions concerning your case;
- To complain about our service.

**Your Responsibilities:**

- To provide honest, true, and correct information at all times. Where a court requires disclosure of material facts, documents, or other materials, you must provide this information in full. If we form the view that you are not providing honest and frank information, we reserve the right to cease assisting/acting for you;
- To treat our staff with courtesy and respect and never use threats, violence, insults, bad language or other forms of intimidation in your dealings with them. Otherwise, we reserve the right to refuse to help you further;
- To be punctual for appointments;
- To notify us in advance if you are unable to attend your scheduled appointment;
- To notify us of any changes to your contact details.
- To keep your mobile switched off during interviews;
- To accept the results of your own decisions regarding your case.

We are required by law to hold onto your file for 7 years. After that, it may be destroyed. If you wish to take possession of the file at any time during those seven years, please let us know and we will hand it over to you after removing the notes made by staff members and other material belonging to us. If you are happy with our services, please tell us. We also welcome any suggestions for improvement.

If you are not happy, please contact the staff member who handled your case to see if your concerns can be directly resolved by them. You may also complain to the Manager who will listen to your concerns and respond to them within ten working days, or in writing to the Chairperson of the Management Committee.

Alternatively, you may address your complaint to the Community Legal Centre Program Manager at WA Legal Aid Commission, 44 St Georges Terrace Perth WA 6000. **Call:** 1300 650 579

If your complaint is about the professional conduct of a lawyer, you should contact the Legal Profession Complaints Committee: 55 St Georges Terrace Perth WA 6000  
**Call:** 9461 2299 **Fax:** 9641 2265 **Email:** lpcc@bigpond.com.au

**SIGNED:** ..... **DATE:** .....

**WITNESSED:** ..... **DATE:** .....