



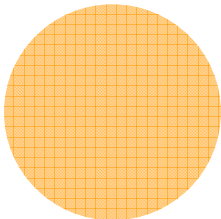
North Yorkshire Law

Client Newsletter - October 2009

Issue No.3

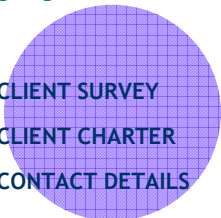
Special Interest Articles:

- PRACTICE MISSION
- WHAT'S IN A LOGO



Individual Highlights:

- CLIENT SURVEY 1
- CLIENT CHARTER 2
- CONTACT DETAILS 2



Community Legal Service



PRACTICE MISSION

To provide legal advice and assistance for the people of the towns and countryside of North Yorkshire

CLIENT SURVEY - Feedback Results Are In...

Client Survey / Feedback Questionnaires have been evaluated for the third quarter of this year

We are pleased to confirm that 97% of our clients are very happy with the Firm and would recommend North Yorkshire Law to other people

What's in a logo... Community Legal Service

The Legal Services Commission (LSC) runs the legal aid scheme in England and Wales. The LSC and North Yorkshire Law work in partnership to get people the information, advice and legal help they need to deal with a wide range of problems. The Community Legal Service (CLS) is a network of LSC-funded advice providers. North Yorkshire Law and the civil legal aid scheme help people to protect their rights.

Civil law is the section of the law that deals with disputes between individuals or organisations. Rather than any sentence, custodial or otherwise, the end result is usually financial compensation.

People experiencing social problems often need legal advice in areas such as relationship breakdown, debt, housing, domestic violence and benefits.

Civil legal aid is also available for specialist advice and taking cases to court where necessary.

North Yorkshire Law can use civil legal aid to fund:

- initial advice and assistance with any legal problem
- a solicitor who can speak on someone's behalf at court hearings without formally representing them
- help and advice on family disputes, including assistance with family mediation
- legal representation in court proceedings



*“Keep us informed
of any changes
that may impact
on the service.....”*

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We're also on the Web!
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**We accept Credit / Debit
Card payments**

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**Solicitors Regulation
Authority N^o 329202**

NORTH YORKSHIRE LAW'S CLIENT CHARTER 2009

As valued Clients of this organisation, the Partners, Managers and Employees have all have agreed to conform to meeting the following aims ensuring you of our best service at all times:

- Deal with your initial enquiry sensitively, efficiently & professionally
- Confirm in writing the service agreed to be offered together with an explanation of the fees to be charged
- Advise you in writing where there may be a change in relation to the service, the person dealing with your matter or when the fees may alter
- Treat you politely and with courtesy
- Monitor the service you receive when we have referred you to other legal service providers
- Be punctual where appointments have been agreed to
- Return telephone calls, correspondence and / or email communications promptly

To assist us in the above we ask that you:

- Keep us informed of any changes that may impact on the service we have agreed to offer you
- Provide us with constructive specific feedback throughout the service being provided and / or at the end of the service through completion of our Client Feedback Form
- Refer us to your friends and / or business acquaintances where we may be able to provide further impartial and professional legal services

North Yorkshire Law can advise on the following :-

Probate

Wills/LPA/Court of Protection - Trusts/Tax - Estate - Financial

Conveyancing

Residential / Commercial Sale and Purchase

Litigation

Family - Matrimonial - Civil

