

Complaints process

A staff member will look at your complaint within 7 days of receiving it. They might contact you for more information

- > You will be told what has been done to investigate and resolve your complaint within 14 days of receiving it.
- > As far as possible, your complaint will be fully investigated and resolved and you will be advised, in writing, of actions taken with 21 days of the complaint being received.
- > You have the right to use an advocate, support person or interpreter to help you with making your complaint.

Your complaint will be dealt:

- > seriously,
- > quickly,
- > confidentially,
- > without stopping your right to get more legal help from the Centre.

Call us for an appointment.

9385 9566
(Metro)

1300 722 795
(Regional NSW)



Location

Kingsford Legal Centre is located on the ground floor of the Law Building, UNSW (Sydney), Anzac Parade, Kensington.

Enter the university through the main entrance on Anzac Parade, walk down the University Mall and turn left as per above map. The entrance to the legal centre is opposite the Roundhouse.



Postal Address

F8-003, Kingsford Legal Centre,
UNSW Sydney, NSW 2052

Contact Details

Phone: 02 9385 9566
Fax: 02 9385 9583
legal@unsw.edu.au
klc.unsw.edu.au

CRICOS Provider Code 000986



Service commitment



Kingsford Legal Centre aims to provide quality legal services to the community & to promote excellence in clinical legal education, whilst fostering a critical analysis of the legal system.

Making an appointment

- > When you contact us you will be given the next available appointment.
- > We can arrange a telephone interpreter if you need one. Please let us know at the time of making your appointment if you need an interpreter.
- > We give advice at evening advice sessions and at particular times during the day to people who live, work or study in the Randwick LGA and Port Botany and Mascot Wards of Bayside LGA.
- > We give legal advice at our office at the UNSW campus and at some outreach services.

At your appointment

- > You will first talk to a law student who will ask you for personal details and about your legal problem.
- > The student will then go and talk to a lawyer about your legal problems.
- > The student and the lawyer will come and speak to you and the lawyer will give you advice.

- > Whilst we do our best to avoid it, your appointment may be delayed, depending on how many volunteer lawyers and law students are present.
- > Advice sessions are staffed by volunteer lawyers, law students and a KLC staff member who supervises each session.
- > Ask at the desk if you want to speak with the supervisor.

Your rights

- > You have a right to clear, easy to understand advice.
- > All the information you give us will be confidential.
- > We give advice to everyone – but we cannot give advice to both sides in a dispute.
- > If we can't help you, we will help you find help somewhere else.
- > We do not give ongoing help in all cases.
- > You will not be treated unfairly because of your gender, race, sexuality, disability, age, marital status or religion.

What we expect from you

- > To respect other people's worth and dignity.
- > To not treat workers, students and other clients unfairly because of their gender, race, religion, marital status, disability, age or sexuality.
- > To respect the privacy of other clients and staff.
- > To tell staff if you are not happy with the services you are receiving or the way in which they are being provided.

Conflict of interest

- > To give clients the best service, we can only help one person in the dispute. This is because the information you give us is confidential and we won't be able to act in your best interest if we're also advising the other side.
- > If we are going to help you, we must first check that we haven't already helped the other person.
- > If we have already advised the other person we can't help you BUT we will arrange for you to get legal advice elsewhere.

Unhappy with our service? How to complain.

You can complain, either verbally or in writing to:

- > The lawyer you saw at the time
- > The supervising staff member
- > The Director, verbally during the day
- > By mail at:
Kingsford Legal Centre
F8-003 | UNSW 2052
- > An outside body such as:
Legal Services Commissioner
Telephone: 9377 1800
Freecall: 1800 242 958
TTY: 9377 1855; or
- > Law Society of New South Wales
Telephone: 9926 0333

You should complain as soon as possible as delays make it more difficult to deal with your complaint.