

Kah Lawyers - Client Service Charter

Our firm recognizes that our clients define quality of service. We focus on understanding what our clients need and to ensure our clients' expectations are properly articulated throughout the firm to all those involved with the matter.

Quality control and risk management are integrated in all processes of the Firm and its services. Our services are consistent with the Terms of Engagement (*initial advice*) and are monitored to ensure that the outcomes are in accordance with the agreed expectations.

Our core values

The core values of our firm are as follows:

- Quality legal solutions
- Outstanding service
- Reliability and respect
- Justice and compassion
- Confidentiality

Quality

Quality of service is fundamental to our firm. We aim to ensure that our clients are totally satisfied with our services. The objective of the firm is to produce and deliver legal services through a service culture and providing a total client focus by:

- Properly understanding our clients' needs
- Completing the service for the client as promised
- Maintaining our client documents in a secure and confidential matter
- Eliminating errors and waste from our work
- Ensure that the relevant legal service is cost effective and as promised to our clients
- Continually improving our processes and procedures
- Providing friendly, professional and dedicated staff to all clients
- Our staff being available when our clients want service
- Building ongoing relationships of mutual benefit with all stakeholders

Our legal rights and responsibilities to clients'

- We abide by the Code of Conduct set down by the Law Society of New South Wales
- We abide by the Code of conduct and rights and responsibilities set down by the Office of the Migration Agents Registration Authority (OMARA)

Mission Statement

"...to act justly and to love mercy and to walk humbly with your God" Micah 6:8b

