

As Solicitors we aim to give you the best possible service. This includes keeping you fully informed about your matter or affairs.

This brochure sets out information about dealing with our firm and what you can expect from us. It also sets out a procedure to follow if you have any problems or are dissatisfied in any way. Of course, we hope this will not happen, but sometimes misunderstandings or problems can occur. We can assist you best if you tell us what you expect from us. Feel free to discuss your expectations now or at any time during your matter.

## OUR FIRM.

### ***The Solicitor managing your matter.***

Your matter is being managed by Paul Gallagher who is the principal of this firm.

Paul will do most of the work on your matter and is the person in the firm you should contact about your matter. Other staff members may assist from time to time.

### ***Office hours.***

Our office is open from 8.30 a.m. to 5.00 p.m.

### ***After hours contact.***

If an **emergency** arises when the office is closed, you may contact Paul Gallagher on 412 7661 or (021) 944 364.

## OUR COMMUNICATIONS POLICY.

We aim to keep you as fully informed as we can and to make sure you are satisfied we are doing so. At the beginning of your matter, after the first interview, we will confirm to you, in writing:

- ◆ Exactly what you ask us to achieve for you (usually described as your instructions to us).
- ◆ Any advice we have given you, our estimate of the likely course of the matter, including the issues, the likely steps and the approximate time the matter will take.
- ◆ When you are likely to hear from us next.
- ◆ What action we will be taking on your behalf, and which professionals (barristers, doctors, valuers, etc) we may need to employ or consult on your behalf and at your expense.
- ◆ Any further information we may need from you for any action we need you to take. In some matters you may need to do some background work.
- ◆ The method of calculating your bill, information on when we will send you a bill and when we expect that you will pay us.
- ◆ An estimate of our costs and any potential additional costs such as barrister's fees and Government charges.

During your matter we will inform you of:

- ◆ Progress of your matter.
- ◆ Any delays and explain the reasons.
- ◆ The effect of any important documents.
- ◆ Any change to our estimate of costs, the time to be taken and any action to be taken.
- ◆ Any change in staff affecting your matter.

At the end of the matter we will:

- ◆ Write to you confirming the matter has finished.
- ◆ Explain anything further you need to do or which you can expect to happen.
- ◆ Prepare and send you our bill of costs as soon as we can.

- ◆ Give you a statement of all money received from you or on your behalf and which we have paid out to you or to third parties on your behalf.
- ◆ If you ask, return to you any papers and property to which you are entitled. We may keep these until our costs have been paid.

## HOW YOU CAN HELP US.

We are providing a service to you, but can only act on your instructions. In some cases, we cannot take steps without your specific instructions or directions on specific issues.

You can help us by:

- ◆ Giving us clear instructions.
- ◆ Telling us if you have any important time limits.
- ◆ Making sure that we understand your instructions correctly. Ask us if you are not sure about anything. Please give us as much information about your matter as you can. This is very important.
- ◆ Telling us promptly if any important questions arise.
- ◆ Asking for a progress report if you want to know what is happening.
- ◆ Understanding that although we wish to be accessible to you, the Solicitor handling your matter will not always be available to see you without an appointment. In most circumstances it is better if you telephone to make an appointment before attending our office - this will ensure that we will be available to give you the proper attention you require and to avoid you wasting a trip to our office and being disappointed.



- ◆ Making sure that you understand the likely fees and disbursements involved in fulfilling your instructions.

**IF YOU HAVE ANY PROBLEMS.**

If you are not happy with any aspects of our service, please tell us about your concerns.

We recommend that you first mention any problems to the Solicitor/Legal Executive who is dealing with your matter.

If you are not satisfied then please feel free to discuss the matter with the Firm's Principal Paul Gallagher.

[www.lawfirm.co.nz](http://www.lawfirm.co.nz)

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