



# Service Standards

## Our Standards

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Here is what you can expect from the Society when contacting us by telephone, by textphone, by letter, by email, through our website or in person. If you feel that we are falling short of or exceed these standards, please let us know.

Our [website](#) gives comprehensive information about the Law Society and our activities and is updated regularly.

## Standards of service you can expect

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### We will:

- Treat you fairly and with respect
- Offer a professional, helpful and polite service
- Deal with your letters, emails and phone calls promptly
- Do our best to help you
- Let you know how quickly we can take action
- Provide easy-to-understand, useful information and keep you up to date about the services we provide
- Deal with your feedback promptly
- Make sure our staff have the skills they need to do their jobs properly and considerately
- Measure our standards regularly

## Equality and Diversity

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We aim to ensure that the services and information we provide are open and accessible, regardless of race, age, gender, disability, religion or sexual orientation. Please see our [statement on diversity](#).

### We provide:

- Online information in hard copy on request
- Information in alternative formats (such as Braille or audio tape) on request
- Loop hearing systems in our public meeting areas
- Access to signing and other interpretative services
- Textphone facilities

## Contacting Us

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### Our offices will:

- Be open from 9am to 5pm Monday to Friday
- Deal with enquires relating to all service areas during our opening hours
- Be open except on the public holidays of Easter, May Day, Christmas and New Year

### When contacting us by telephone during office hours we will:

- Be professional, helpful and polite and give you our name when we answer
- Provide someone to help with your inquiry if the person you want to speak to is not available or arrange for someone to ring you back
- Return your phone calls on the same day you asked us to or, if this is not possible, in one working day

### When writing or emailing us we will:

- Tell you who is dealing with your enquiry
- Aim to give you a full response within ten working days
- Send an acknowledgment for all initial enquiries that we cannot respond to within 10 working days
- Make sure we use language that is easy to read and understand

## Comments, compliments and complaints

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We want to hear from you if you have any comments, compliments or complaints as we are always striving to improve the service we provide

### We will:

- Welcome all feedback and deal with it positively
- Try to resolve complaints informally and as soon as possible
- Tell you who will handle your complaint
- Explain our feedback procedure (see below)
- Tell you, when we get your complaint, if we need to deal with it under separate procedures. For example, if you have any issues about our handling of a complaint against a solicitor or their firm, you should contact the [Scottish Legal Complaints Commission](#)
- Keep you informed of progress and use your feedback to improve our service

## Respect for our staff

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We will always try to do our best to meet the needs of those who contact us in good faith. Sometimes we experience behaviour that is unacceptable. On these extremely rare occasions, we rely on an Unacceptable Actions by Service Users [policy](#), which sets out the action we will take.

## Our Contact Details

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26 Drumsheugh Gardens  
Edinburgh  
EH3 7YR  
Legal Post: LP1 – EDINBURGH 1

Email: [feedback@lawscot.org.uk](mailto:feedback@lawscot.org.uk)

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