



Queensland Public Interest Law Clearing House Incorporated

Client and Applicant Rights and Responsibilities

About QPILCH

The Queensland Public Interest Law Clearing House Incorporated (QPILCH) is an independent, not-for-profit community based legal organisation that coordinates the provision of pro bono legal services for individuals and community groups in civil law matters.

What you can expect from us

QPILCH staff and volunteers will:

- treat you with courtesy and respect;
- maintain your privacy and confidentiality in accordance with our [Privacy Policy](#);
- deal with your application for assistance as quickly as our resources allow; and
- maintain legal professional standards in line with the [Legal Profession Act 2007](#), the [Australian Solicitors Conduct Rules](#) and the Queensland Law Society's [Guide to Client Care](#).

QPILCH may refuse to provide assistance if:

- your matter does not have good prospects of success;
- you already have private legal assistance or can afford private legal assistance;
- you are eligible for legal aid;
- you have been declared a vexatious litigant;
- your request is so urgent, for example in relation to an imminent hearing, QPILCH cannot effectively assist you in time; or
- you act inappropriately when you access our services.

Each QPILCH service has slightly different eligibility criteria and you should refer to the '[Legal Help](#)' section of our website for more details about the matters we can assist with.

What is expected of you

You have the responsibility to:

- treat QPILCH staff and volunteers with courtesy and respect;
- keep your appointments with QPILCH, or notify us if you are unable to attend prior to the agreed appointment time;
- be honest in your dealings with us;
- provide us with all the information relevant to your matter; and
- update us if your situation changes.

Feedback and complaints

If you have any concerns regarding QPILCH's handling of your matter, we encourage you to speak with the solicitor looking after your file. If you are not satisfied with their response, you can contact the QPILCH Director on 07 3846 6317.

You are also entitled to make a formal complaint to the QPILCH President. Complaints must be in writing and can be sent to "President, QPILCH, PO Box 3631, SOUTH BRISBANE BC QLD 4101."

If your complaint is about our professional conduct as solicitors, you are entitled to make a complaint to the [Legal Services Commission](#).

Contact us

E: admin@qpilch.org.au
T: 07 3846 6317
F: 07 3846 6311
P: QPILCH, PO Box 3631, South Brisbane BC, Qld 4101