

## **LAW SOCIETY CLIENT CARE AND SERVICE INFORMATION**

**As at 1 August 2008**

**Whatever legal services your client is providing, he or she must:**

- **Act competently, in a timely way, and in accordance with instructions received and arrangements made.**
- **Protect and promote your interests and act for you free from compromising influences or loyalties.**
- **Discuss with you your objectives and how they should best be achieved.**
- **Provide you with information about the work to be done, who will do it and the way the services will be provided.**
- **Charge you a fee that is fair and reasonable and let you know how and when you will be billed.**
- **Give you clear information and advice.**
- **Protect your privacy and ensure appropriate confidentiality.**
- **Treat you fairly, respectfully and without discrimination.**
- **Keep you informed about the work being done and advise you when it is completed.**
- **Let you know how to make a complaint and deal with any complaint promptly and fairly.**

**The obligations lawyers owe to clients are described in the Rules of Conduct and Client Care for Lawyers. Those obligations are subject to other overriding duties, including duties to the courts and the justice system.**

**If you have any questions, please visit [www.lawyers.org.nz](http://www.lawyers.org.nz)**

**Any limitations on the extent of my obligations to you or any limitation or exclusion of liability are set out in my terms and conditions of instruction to which this sheet is attached.**

**The Law Society maintains a complaints service and you are able to make a complaint to that service. To do so you should contact the Law Society, c/- The Auckland District Law Society, PO Box 58 Auckland, Telephone: (09) 303 5270 or 0800 261 801.**