

INFORMATION FOR CLIENTS

Below is the information required by the Rules of Conduct and Client Care for lawyers of the New Zealand Law Society (Law Society).

Complaints

We have a procedure for complaints to ensure complaints are dealt with promptly and fairly.

If you have a complaint about the services or charges, please refer your complaint to Julie Hardaker.

The Law Society operates the Lawyers Complaints Service and you can make a complaint to that service by telephoning 0800 261 801 or accessing information on the Law Society website (www.lawsociety.org.nz).

Client Care and Services

The Law Society client care and service information is set out below. Whatever legal services your lawyer 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.
- Provide you with 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 to the justice system.

If you have any questions, please visit www.lawsociety.org.nz or call 0800 261 801.