



## **CLIENT CARE INFORMATION – ADVOCATE**

You have an appointment with an Advocate. Community Law Waikato Advocates are not practicing lawyers but are supervised by a lawyer and some of your work may be delegated to others in the office including Lawyers.

The following information applies to both Advocates and Lawyers unless otherwise indicated:

**Fee/Charges** - We provide free legal help.

**Professional Indemnity Insurance** - We hold professional indemnity insurance that meets the minimum standards specified by the Law Society for Lawyers.

**Complaints** - If you have a complaint about our services please contact us. You will be referred to our Legal Services Manager. If your complaint is unresolved you can complain to the Chairperson of our board in writing through our email or postal address. If your complaint is about a lawyer, you can contact the Law Society on 0800 261 801 to make a formal complaint.

**Privacy** – Your personal information is collected, used, stored, and accessible in accordance with the *Privacy Act 2020* and *Rules for Conduct and Client Care for Lawyers 2008*. Please see our Privacy Statement (in the reception area, on our website, or sent to you).

**Client Care** –The *Rules of Conduct and Client Care for Lawyers* are professional standards our lawyers are required to abide by. We do expect our Advocates to follow these standards also. The rules require lawyers to:

- 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.
- 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.

**Lawyers Fidelity Fund** – This applies to Lawyers only and not Advocates. The Law Society maintains the Lawyers Fidelity Fund to provide clients of lawyers with protection against pecuniary loss (the loss of money) caused by lawyers theft. An individual who is the victim of theft by their lawyer can claim a maximum of \$100,000.00 from the Lawyers Fidelity Fund. Except in certain circumstances which are listed in the Lawyers and Conveyancers Act 2006, the Fidelity Fund does not cover a client for any loss relating to money that a lawyer is told to invest on behalf of a client.