The Client Bill of Rights

As our client, you deserve quality service and personal attention. At the law firm, we believe that as our client, you are entitled to the have the following rights:

**1. The right to courteous and respectful treatment.**You are entitled to be treated with courtesy and respect by your attorney and all personnel in the firm.

**2.** **The right to be updated regularly and in a timely manner as to the progress of your case**. Absent exigent circumstances, all phone calls and emails will be returned within two business days.

**3. The right to attorney competence.**

**4. The right to confidentiality.**You are entitled to complete confidentiality of any matter with the firm.

**5. The right to an accounting of client funds.**You are entitled to an accounting of all funds held by the firm, including your retainer, if any.

**6.** **The right to make the ultimate decision in your case**. We will never accept or reject an offer without your approval.

**7. The right to hold your attorney accountable for misconduct.**You have the right to file a complaint with the state bar association for alleged attorney misconduct.