

Our commitment to you

We are committed to doing our best to ensure that your legal needs are met in the matter you have instructed us on. We will:

- ❖ 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.
- ❖ Act competently, in a timely way, and in accordance with instructions received and arrangements made.
- ❖ Provide you with information about the work to be done, who will do it and the way the services will be provided.
- ❖ Protect your privacy and ensure appropriate confidentiality.
- ❖ Treat you fairly, respectfully and without discrimination.
- ❖ Give you clear information and advice.
- ❖ Keep you informed about the work being done and advise you when it is completed.
- ❖ Charge you a fee that is fair and reasonable and let you know how and when you will be billed.
- ❖ 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 contact us or
the Law Society on 0800 261 801 or lawsociety.org.nz.