

## **Client Code of Conduct**

The first thing that you should know is that your lawyer is a volunteer who is donating his or her time to assist you with your legal problem. In exchange for your lawyer's assistance, we ask that you follow the rules listed below. Please read the rules carefully. If you do not follow them, your lawyer may have the right to terminate his or her assistance.

### **1. Only contact your lawyer when necessary.**

Typically, you will meet face to face with your lawyer once at the beginning of your case (i.e. the consultation). After that, you will probably deal with your lawyer over the telephone. Ask your lawyer how often he or she wants you to check in. Do not call your lawyer more than that, unless there is an emergency. Return any messages from your lawyer as soon as possible.

### **2. Do not miss or be late for appointments.**

If you absolutely must cancel an appointment, telephone the lawyer's office at least one day before your meeting. Never miss or be late for court dates.

### **3. Do not hide things from your lawyer.**

Your lawyer cannot assist or represent you if you are not honest about everything, including bad things. Show your lawyer all papers. Call your lawyer as soon as you receive any new papers relating to your case.

### **4. Keep your lawyer informed of any changes in your financial situation, address or telephone number.**

Tell your lawyer immediately if there are any changes to your income, assets, debts, liabilities and employment situation, and if you plan to be out-of-town. Your lawyer should be able to contact you at any time.

If you follow the above rules, you should have no problems with your lawyer. In unusual situations, however, you may have some questions or complaints. In such situations, we ask that you fill out the Client Complaint Form available at: <http://probononet.bc.ca/content/pdf/Complaint.pdf> or by request over the telephone at (604) 893-8932, and then send or e-mail the Form to:

Pro Bono Law of BC  
P.O. Box 103  
845 Cambie Street  
Vancouver, BC  
V6B 4Z9

Thank you and good luck!