



## Client Care and Service Information

Denham Martin, when providing his legal services to any client, will:

- Act competently, in a timely way, and in accordance with any instructions received and arrangements made with the client (or its adviser).
- Protect and promote the client's interests free from compromising influences or loyalties.
- Discuss with a client (or a client's adviser) their objectives and how they should best be achieved.
- Provide the client (and any adviser) with information about the work to be done, who will do it, and the way the services will be provided.
- Charge the client a fee that is fair and reasonable and let them know when they will be billed.
- Give the client (and any advisers) clear information and advice.
- Protect the client (and any advisers) privacy and ensure appropriate confidentiality.
- Treat the client (and any advisers) fairly, respectfully and without discrimination.
- Keep the client (and any advisers) informed about the work being done and advise the client (and any adviser) when it is completed.
- Let the client know how to make a complaint and deal with any complaint promptly and fairly.

The above obligations that lawyers owe to clients are described in the *Rules of conduct and client care for lawyers*. These 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.lawyers.org.nz](http://www.lawyers.org.nz) or call 0800 261 801.