

Phone Call Policy

As a client, you are entitled to make reasonable requests for information from my office concerning the status of your case. We will make every effort to make sure these reasonable requests are responded to. You must also realize, however, that time spent on the telephone with clients takes away from the time the lawyer and staff have available to perform legal services for all our clients.

In order to balance *your* need for information with *our* need for time to work on your case, we have instituted the following phone call policy. Please read the following conditions carefully, and ask questions about anything you do not understand. If you have no questions and are willing to abide by the conditions, please sign and date the policy in the space provided.

Phone calls will be taken during normal business hours of 8:30 a.m. to 5:00 p.m. with a one hour break for lunch. If you leave a message on a weekend or holiday, be aware that your call may not be returned until the next business day. Furthermore, in order to protect my time with my family and to ensure their privacy, I will not give out my unlisted home telephone number nor will I take calls at home.

When you call the office, please identify yourself and the matter that you are calling about. If it is a routine question that does not require legal advice, please ask a legal assistant or secretary for help. "Routine" might include, for example, asking when your hearing is, whether you must be present, or what a term on a form you are filling out means. My staff keeps the office calendar, so please ask them for assistance with anything regarding scheduling.

If you need to speak with me directly, I will take your call if I am in the office and not with a client or preparing for court. If I am not available, please leave a phone number where you can be reached, a time when you will be available, and an alternate time if I cannot reach you then. If I am out of the office for extended periods, I will call in periodically to check for messages and either call you back directly or relay a message through my staff. Please do not leave multiple messages for the same question unless there is a change in where you can be reached; you can be assured that I will be returning your call as soon as I can.

Please do not ask my staff for legal advice. They are not attorneys licensed to practice law in Georgia and cannot give legal advice. Finally, if your phone number changes, please advise my staff as soon as possible.

Attorney _____
Date _____

Client _____
Date _____