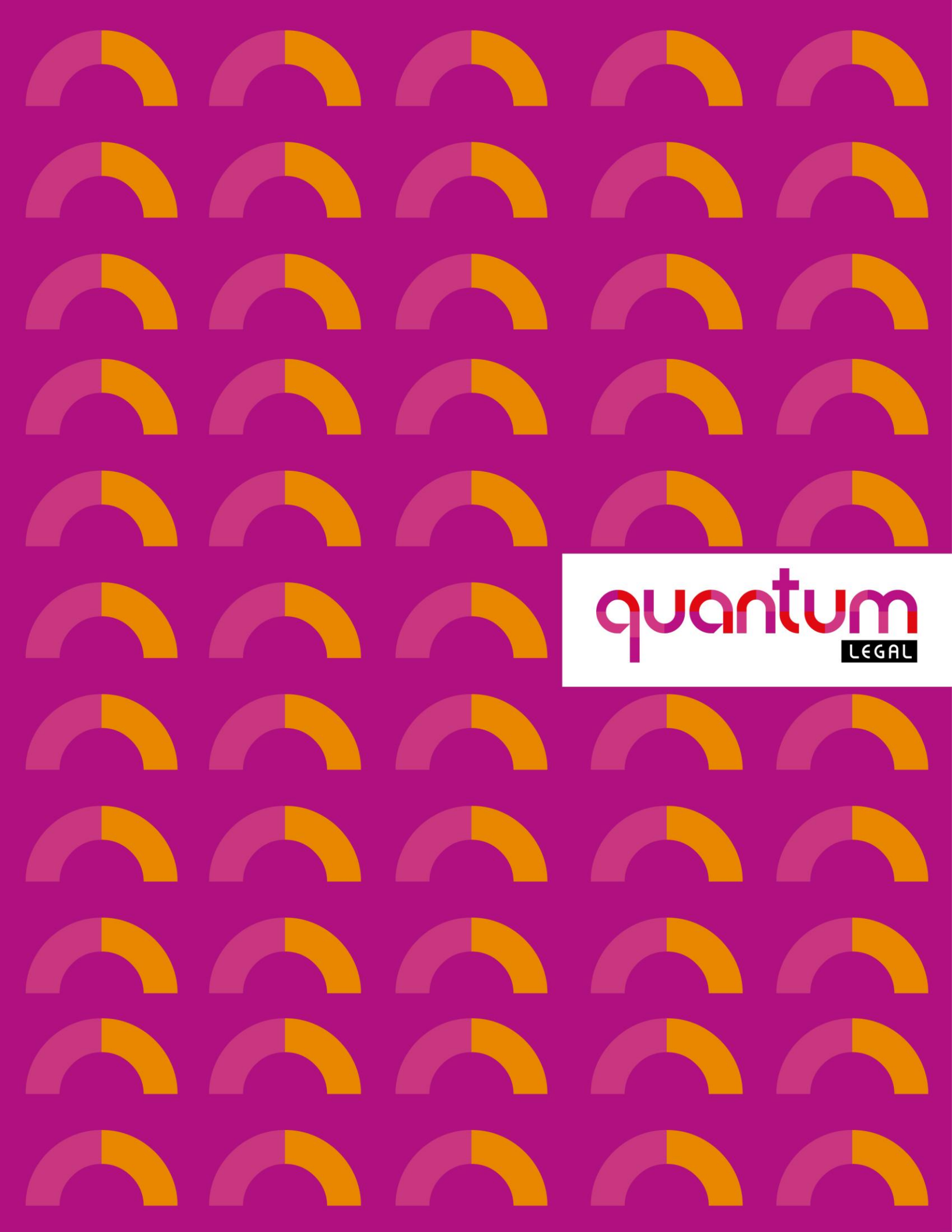




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POL-012: Client Communication & Care Policy

Effective Date: 2026.05.01

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Purpose

This policy establishes clear standards for client communication and client care to ensure consistent, professional, timely, and well-documented engagement with clients, and to address operational gaps identified in communication practices.

Scope

This policy applies to all attorneys, support staff, consultants, and contractors engaged in client-facing activities on behalf of the firm.

Policy Statement

The firm is committed to delivering high-quality legal services supported by transparent, timely, and respectful communication. All client interactions must be conducted with professionalism, accuracy, confidentiality, and empathy, and must be appropriately documented.

Client Onboarding Communication

All clients must receive clear confirmation of engagement at the outset of the matter. This includes written acknowledgment of instructions, scope of work, key contacts, expected timelines, and communication channels. Onboarding communications must be logged in the firm's case management system (Clio).

Communication Standards

Clients must be kept reasonably informed of material developments in their matters. Communications must be clear, accurate, and free from unnecessary legal jargon. Tone should be professional, courteous, and client-focused at all times.

Timeliness Expectations

Client emails, messages, and portal communications must be acknowledged within the firm's established service standard, even where a substantive response will follow later. Delays must be explained, and revised timelines communicated where necessary.

Approved Communication Channels

All client communications must occur through approved channels, including firm email accounts and the designated client portal. Personal email accounts or informal messaging platforms must not be used for substantive client communications.

Use of Client Portals

Where a client portal is available, it must be actively used for document sharing, updates, and routine communications. Attorneys are responsible for ensuring documents and correspondence are uploaded promptly and accurately.

Documentation and Record-Keeping

All substantive client communications, including emails, calls, meetings, and portal messages, must be recorded in the case management system. File notes must be sufficiently detailed to evidence advice given, instructions received, and actions agreed.

Court and Third-Party Communications

Material court correspondence and communications with opposing counsel or third parties must be communicated to the client promptly, unless restricted by law or strategy. Copies must be retained on the client file.

Client Care and Professional Conduct

Clients must be treated with respect, patience, and consideration, regardless of urgency, complexity, or client temperament. Concerns or complaints must be handled calmly, escalated where appropriate, and documented.

Managing Client Expectations

Attorneys are responsible for setting realistic expectations regarding outcomes, timelines, costs, and risks. Over-promising or providing assurances beyond professional judgment is strictly prohibited.

Confidentiality and Data Protection

All client communications must comply with confidentiality obligations and applicable data protection laws. Sensitive information must be transmitted securely and only to authorized recipients.

Escalation and Issue Resolution

Unresolved communication issues, client dissatisfaction, or breakdowns in engagement must be escalated to the supervising attorney or management without delay. Early intervention is required to mitigate risk.

Training and Compliance

All staff must be familiar with this policy and complete any required training on client communication tools and standards. Compliance will be monitored through audits, file reviews, and performance assessments.

Breach of Policy

Failure to comply with this policy may result in corrective action in accordance with firm procedures, up to and including disciplinary measures.

Effective Date

This Policy takes effect on the date of formal approval and remains in force until amended or revoked.

Review and Updates

This policy will be reviewed periodically to ensure it remains aligned with operational needs, regulatory requirements, and best practices in client care.

Employee Acknowledgement and Confirmation

I, _____, acknowledge that I have received, read, and understood the contents of the **Client Communication and Care Policy**.

I confirm that:

- I understand my obligations under this Policy and the standards expected of me;
- I agree to comply with the requirements set out herein and any related procedures, guidelines, or standard operating documents;
- I understand that failure to comply with this Policy may result in corrective or disciplinary action in accordance with organisational policies;
- I undertake to seek clarification where any aspect of the Policy is unclear.

I further acknowledge that this signed confirmation forms part of my official HR and compliance record in accordance with organisational requirements.

Employee Name: _____

Signature: _____

Date: _____

Position: _____