

## **Glenn Jones, Barrister: Information for Clients**

As required by the Law Society's Conduct and Client Care Rules, I provide you with the following information.

### **1. Fees**

The basis on which fees will be charged and when payment of fees is to be made is set out in my attached terms of engagement.

### **2. Professional indemnity insurance**

I hold professional indemnity that meets or exceeds any minimum standards from time to time specified by the Law Society.

### **3. Money and Lawyers Fidelity Fund (no cover)**

Barristers are not permitted to hold client funds.

If it is necessary for you to make payments in advance, whether to cover disbursements (including fees for experts or other services) or my fees, I can arrange for these to be held in the trust account of a law firm or other authorised organisation. You will be required to accept standard terms and conditions with that firm or organisation in relation to the arrangement. The Lawyer's Fidelity Fund does not provide any cover in relation to me or any other barristers.

### **4. Complaints**

If you or the client has a complaint about my services, I would be happy to meet with you to discuss the nature of the complaint so that we can attempt to resolve it between ourselves.

If you don't wish to meet with me to discuss the complaint, or if we are unable to resolve it, then I invite you to refer your complaint to one of the other barristers of Bridgeside Chambers whose contact details are available at [www.bridgeside.co.nz](http://www.bridgeside.co.nz).

If you do not wish to have the complaint dealt with in that fashion, or you are not satisfied with the response to your complaint, you may refer your complaint to the New Zealand Law Society Lawyers Complaints Service (Ph. 0800 261\_801 or email [complaints@lawsociety.org.nz](mailto:complaints@lawsociety.org.nz)).

### **5. Capacity and experience in performing the services**

I have been in full-time legal practice since my admission as a barrister and solicitor in 1987 and I have wide experience in all manner of civil, commercial, construction and employment litigation. If I consider I do not have sufficient capacity or experience to properly carry out this brief, I will discuss that with you and recommend another lawyer.

### **6. Advocacy experience as a barrister**

I have been practicing as a barrister sole since 2014. Before that, I practiced as a litigation lawyer with a leading Christchurch-based law firm for 28 years. I have been appearing regularly in the District and High Courts since 1987 and have appeared in the Court of Appeal in more than 12 cases. I have also appeared in the Privy Council in London for a leading NZ financial institution.

## **7. Any disadvantage which I believe may be suffered by you if no instructing lawyer is retained**

I do not consider there is any disadvantage to you by not retaining an instructing solicitor. If my view on that matter changes and I consider it would be in your best interests to retain an instructing lawyer, I will advise you of that.

## **8. Client care and service**

The Law Society client care and service information is set out below. Whatever legal services your lawyer is providing he or she must:

- Act competently, in a timely way, and in accordance with instructions received and arrangements made.
- 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.
- Provide you with information about the work to be done, who will do it, and the way in which the services will be provided.
- Charge you a fee that is fair and reasonable, and let you know how and when you will be billed.
- Give you clear information and advice.
- Protect your privacy and ensure appropriate confidentiality.
- Treat you fairly, respectfully, and without discrimination.
- Keep you informed about the work being done and advise you when it is completed.
- 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 to the justice system.

If you have any questions, please visit [www.lawsociety.org.nz](http://www.lawsociety.org.nz) or call 0800 261 801.

## **9. Limitations on extent of my obligations or liability**

Any limitations on the extent of my obligations to you or any limitation or exclusion of liability are set out in my standard Terms of Engagement or will be set out in the letter or email I will send you on each engagement.