

Law Firm Communication Policies

Effective Date: [Insert Date]

1. Introduction

This document outlines the communication standards for [Law Firm Name]. Our goal is to ensure professional, secure, and timely interaction between our staff and our clients.

2. Preferred Communication Channels

We primarily utilize the following methods for communication:

- **Email:** For non-urgent updates and document sharing.
- **Telephone:** For urgent matters or complex discussions.
- **Client Portal:** For the secure transmission of sensitive documents.

3. Response Times

Our firm strives to acknowledge all communications within [Number] business hours. Substantive responses to inquiries will generally be provided within [Number] business days.

4. Office Hours

Our standard office hours are [Start Time] to [End Time], [Days of the Week]. Communications received outside of these hours will be addressed the following business day.

5. Security and Confidentiality

To protect attorney-client privilege, clients are advised to:

- Avoid using employer-provided email addresses for legal correspondence.
- Notify the firm immediately if a mobile device or email account is compromised.
- Refrain from discussing case details on social media platforms.

6. Appointments and Consultations

Meetings must be scheduled in advance. While we understand emergencies arise, unscheduled "walk-in" visits may not be accommodated due to court appearances and prior commitments.

7. Client Responsibilities

Clients are expected to provide accurate contact information and notify the firm promptly of any changes to their phone number, mailing address, or email.

Acknowledged by:

Client Signature

Date