

CLIENT GUIDELINES & POLICIES

1. Unless you make other arrangements, this attorney will represent you only in the matter for which you have been referred to him or her.
2. Since you are eligible for our services, this attorney has agreed not to charge you any attorney fees for the case. Neither Legal Aid nor any government office will pay the attorney for the work he or she does for you. The attorney is offering you this assistance as a public service.
3. We request that you conduct yourself in a reasonable manner and remain considerate of your attorney's time and schedule. You should not call the attorney frequently or appear at your attorney's office without an appointment. You should always be truthful and honest with your attorney.
4. This pro bono referral is the only one you will receive for this case, unless extreme circumstances exist.
5. If you are dissatisfied with the services provided by the attorney, you should discuss the problem with him or her. If, after discussing the problem, you are still concerned, you may write or call the Director of Northern Kentucky Lawyers, Inc.
6. We may contact you later to ask how well you feel your case was handled. We would appreciate your comments so that we can continue to improve our services.
7. Be sure to contact both this program and your pro bono attorney about any changes in your income. You are under a duty to disclose your current financial circumstances at all times to verify eligibility for pro bono services.

If, during the course of representation, the client becomes financially ineligible, or if it becomes apparent to the attorney that the client has previously undisclosed assets or income which would make the client ineligible, the attorney will notify our office. The Pro Bono Director will review the financial status of the client.

If the client's income or resources exceeds the eligibility guidelines, the client will be advised that he or she is no longer eligible for the pro bono services and the pro bono office must close its file. The client may contract with the volunteer attorney for representation on a fee basis or may hire an attorney of his or her choice.