



THOMAS H. BUCK
◆Law Office◆



BILLING POLICIES

1. *All accounts for client services and disbursements are billed upon completion, or monthly, whichever is earlier.*
2. *Any funds held in trust as a retainer at the date of any billing will be applied against the account. The client must immediately replenish the retainer up to the original amount unless the matter is completed and the final account rendered.*
3. *All amounts received as retainers are a deposit only and are not a pre-estimate of any account.*
4. *All accounts, whether interim or final, **must be paid upon receipt**. If you require special consideration, such as payment over time through a monthly payment plan, you should discuss those arrangements with the responsible lawyer when you first give instructions. Any accounts outstanding for longer than 30 days will be considered in default and collection proceedings may be initiated.*

COMMUNICATION POLICIES

1. *We will make every effort to respond to your letters, telephone calls or emails within two business days of receiving them.*
2. *If We cannot honour number 1 above, due to illness or our attendance upon other urgent matters, **our staff will respond and assist you or make suitable alternate arrangements**.*
3. *Our staff are honest and competent. Please feel free to leave messages with them, if I am not available. They can be trusted to bring it to my immediate attention and to respect its confidentiality and importance.*
4. *We have voice mail to assist you in leaving detailed messages. **Don't leave a message just to call you back**. If you give me a reasonable amount of detail I can assess how urgent your request is and prepare a fully informed response.*

COMPLAINTS

If you have become dissatisfied with our services or policies in any way, We want to hear from you as soon as possible. We will be pleased to meet with you to discuss it (without further cost to you) and We will try to resolve it to the best of our abilities. Don't wait until our work is complete. If you make us aware of an issue, we may be able to fix it before it becomes a problem.

If for some reason your desires and our firm policies and our duties to the LAW SOCIETY OF UPPER CANADA cannot be reconciled, we will arrange for an orderly and friendly termination of our retainer and assist, when requested, in finding alternate representation.