

# CODE OF CONDUCT

**We comply with a Code of Conduct, the Complaints procedure and any other rules governing professional conduct matters. Our Code of Conduct is based but not identical to the Code of Conduct of the Institute of Paralegals.**

***We must:***

- 1) Ensure good standards of service to clients.
- 2) At all times when acting as a Paralegal uphold the standards of professional practice set out in this Code.
- 3) Complaints will be handled in the first instance by Mark Wilson. He has the authority to consider and determine any complaint made against the business.
- 4) If the level of behaviour expected of a Paralegal has fallen below an acceptable standard. Such standard will be judged having taken into account all the circumstances.
- 5) Payments of fines or costs or compensation to a complainant or other party will be considered if applicable. However, if deemed appropriate recompense to a complainant (e.g. return of fees paid or client documents held in lien) may be taken into account when adjudicating a matter.
- 6) Any member of Affordable Law or Affordable Family Law, when acting in his/her professional capacity shall so conduct him/herself so as to:
  - 7) Provide a good standard of work at all times;
  - 8) To uphold my duties and obligations under law;
  - 9) Avoid any action or situation which may bring disrepute upon the company;
  - 10) Avoid doubt being cast upon his/her own professional integrity or the reputation of the Paralegal Profession;
  - 11) Assist with the impartial administration of justice;
  - 12) Recognise that the interests of clients are paramount to those of all others, save that at all times, and in all matters, a primary and overriding duty is to the court;
  - 13) Ensure clients and others fully understand from the outset that they are dealing with a Paralegal firm and not a statutory regulated solicitors;
  - 14) Where a member of the business is subject to other jurisdictions or legal systems outside of the United Kingdom, Channel Islands and Isle of Man then he/she is expected to comply with these professional standards where practicable, but will not necessarily be deemed to be in breach if there has been compliance with established local custom and practice which is itself in conflict with these standards; and shall observe and be bound by this Code and any other practice and conduct rules issued from time to time.

***A member shall not:***

- 15) Misuse the trust reposed in him/her, nor reveal confidential information other than to those entitled to receive it.

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- 16) We are under a duty to keep client's confidential information to his/her firm or organisation the affairs of clients/employers and to take steps to ensure that staff reporting to them also understand the duty of confidentiality;
- 17) Act for two or more clients where there is a conflict of interest between them or where there is a conflict of interest between us;
- 18) For the personal gain of him/herself or his/her family take advantage of information obtained in the course of his/her conduct of any matter;
- 19) Overcharge clients or profit from the paralegal-client relationship without such profit being disclosed to the client.
- 20) We shall, at all times, work within the framework of the law and shall use his/her best endeavours to avoid any breach of the law.

*We will and must:*

- 21) Be open, honest and co-operate in dealing with you and by responding to any requests promptly and fully within the indicated period of time.
- 22) Acknowledge that the company is subject to the requirements of the Freedom of Information Act 2000 (as amended) and shall assist and co-operate with compliance with any information disclosure requirements.
- 23) We will not discriminate on grounds of race, age, sex or sexual orientation, and must not discriminate unfairly or unreasonably on grounds of disability in our professional dealings with clients, employers, staff, other legal practitioners or other persons.