

"It is essential that solicitors can be trusted to the ends of the earth"

It is very important that solicitors can and should be trusted by all clients - It is within the role of the solicitors to

Always perform in a correct and professional manner, a client must be treated fairly at all times with restrictions from the code of conduct. The solicitor must live up to the role to protect every client to help them out of bad situations they have fallen into. A client will put their whole life on the line in order to proceed with court

- Meaning that in the eyes of a client - a solicitor is the only lifeline. Many people will pay huge sums of money while fighting for the case so it is everything to that person and many life threatening treatments are at risk.

A solicitor duty is to lead each client though to the end of trail showing the client that you have done everything you legally can to help them. In some cases solicitors are not successful with negative for the clients, it is our duty to contact and reassure them about the case and what happens from here. It is very important to treat the client fairly and cater to their needs explaining and braking down hard technique terms and languages to make sure the client fully understands the correct terms. This could mean when speaking to them personally or braking down letters and context to them by highlighting key words and explaining things step by step and very clearly and speak very well and stern but do not look down on them and come across rude. Staying strict and professional at all times. Be clear to the client and help them every step along the way no matter how big or small the gestures may be. Keeping to the role will create a good customer relationship and assuring your firm is well represented.

You have to make sure everyone is treated fairly and care about them as an individual. Never using their race or status against them. do not discriminate anybody or judge a book by its cover. Keep every client professional and equal no matter how big or small the case is. Treat everyone fairly. This doesn't just mean your clients but your work colleagues also. Practising equality will help you become the best solicitor you can possibly be.

Conflict of interest is where you never favouritism a client just because you know them or you feel a strong connection towards them. This is a rule not to be broken so treating every one fairly is a must. If you have a relationship with a potential client it is best to pass the case on to another solicitor in your firm. This will avoid and drama completely.

Client confidentiality is a huge aspect of a solicitor you have to swear by the SRA code of conduct to make sure that every case and every detail will be kept private and never spoken about outside of the office doors. If this promise is broken then that means huge repercussions. Resulting in loosing the job completely and never being able to work as a solicitor again. Which means everything you have worked hard for and studied towards is over.

Risk and compliance within the company must be run by a swift Example to other firm employees to assure the working environment is always perfect place to work with no stress, allowing you to focus on thaws important in your job role. Every Task you complete must be done so in a swift manor staying professional - always being mindful of others. You must not let anything from your outside life effect your within your workplace. This being said family issues and emotions should try to be, kept from the workplace and especially when dealing with the clients. Taking a brake will help in that situation , taking 5 minuets out whether it be grabbing a coffee or going for a short walk. This can help you clear your mind and help you evaluate and asses the situation, making sure you have calmed down to return to the professional workplace.

All Cases are different and sometimes the client could be bringing in a third party. Usually this would be for a complaint or compensation where a client has had an accident in a public place e.g. supermarket, retail store.

“Here is a plethora of case law (especially in claims against solicitors) that holds that professionals can be liable to third parties with whom they have not acted for under a retainer. Cases include beneficiaries in a will or under a trust or (rarely) where professionals have given informal advice.”

Carrying out any duty is a reflection of your career. So stay professional at all times and always follow the rules. These are examples of good things to do. Communication is key within the role. Carry out every duty with pride. To recap of the duties to be carried out are:

Advising clients on legal matters relevant to their cases, Taking instructions from clients, Drafting the necessary legal documents and contracts for each case, Researching previous cases and relevant laws so as to provide accurate advice, Once an agreement has been reached, ensure that it is implemented, Communicate with clients and opposing solicitors, If necessary, represent clients in court, Instruct barristers on cases that reach court, Supervise trainee solicitors and paralegals. The skills needed to carry out these tasks, include Written communication skills, Negotiating skills, Problem solving skills, Research skills, Organisation and Motivation.

Knowing your place in the firm and in each case. Doing research is a must to guide you in the right direction. Looking at past cases and studies will help you gain knowledge and understanding. Learning everyday to become the best you can.

<https://www.sra.org.uk/globalassets/documents/sra/consultations/handbook/annex-b.pdf?version=4a1ae1#:~:text=GRA%20Principles,-These%20are%20mandatory&text=uphold%20the%20rule%20of%20law,interests%20of%20each%20client%3B%204.>

<https://www.lawsociety.org.uk/en/topics/client-care/client-information-requirements>

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<https://professionalnegligenceclaimsolicitors.co.uk/third-party-duty-of-care-start-claim-negligence-against-solicitor-accountant-adviser-legal-advice/>

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