

Communication with Clients

The Rules of Professional Conduct impose on attorneys certain ethical obligations with respect to communicating with clients.

Specifically, Texas Disciplinary Rule 1.03 provides:

- (a) A lawyer shall keep a client reasonably informed about the status of a matter and promptly comply with reasonable requests for information.
- (b) A lawyer shall explain a matter to the extent reasonably necessary to permit the client to make informed decisions regarding the representation.

It is a best practice to routinely and periodically communicate with clients, both when significant developments occur and on a regular basis even if nothing of note has arisen.

Having clients make the decisions regarding the course of representation based upon sufficient information provided by counsel can avoid many situations in which a legal malpractice claim is likely. Certainly whenever a client inquires about the status of a matter, a prompt and thorough response should be supplied. Oftentimes clients who feel they have been “left out of the loop” are the same clients who will later claim they were inadequately represented by their attorney or make complaints of ethical violations.