

**From:** [Roxanne Bell](#)  
**To:** [Donald Green](#)  
**Subject:** Jane S - HLG client complaint reviewed  
**Date:** Tuesday, July 2, 2024 10:22:32 AM

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Hi, Don!

A client complained about the service they received from Jane.

Complaint: "Client mentioned the attorney spoke quickly as if she was on a time crunch and couldn't understand what was said. Our client asked her to slow down, the attorney got upset and kept pace. Client said she asked the attorney questions, she was very short in response, snappy and wouldn't get a direct answer to what she had asked."

QA Review: "The attorney answered all the client's questions, but she did it in a slightly rude manner. I wouldn't say there was anything crazy, but she did have a habit of interrupting the client to answer the questions before the client had a chance to finish her question @3:44, @4:00, @4:22, @5:03, @5:46 (slightly impatient). I didn't notice anywhere where the attorney got upset. There was one point where the client asked the attorney to list out the creditors, and Jane started to do so. The client asked her to slow down because she was writing it down and Jane says the client would have all this info in her paperwork, but she would happy to provide it to her again. The client asks her to provide it and she does (going the same speed as before). The client later says she was having computer issues and couldn't see the paperwork and the attorney mentions we can mail it to her, but that she should have it in her email."

Can you please remind Jane to be patient and kind when clients ask her questions and to slow down when the client asks her to?

*Best Regards,*

*Roxie Bell*

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