**RAICHAND CUSTOMER - ADVOCACY POLICY**

**STATEMENT**

At the request of the client, Raichand supports the client in finding a suitable lawyer to ensure this The client has support that makes sense and gives them the right to participate and make decisions that ensure they get quality results.

**SCOPE**

Compliance with this policy is a condition of hiring all employees tasked with performing services on behalf of Raichand.

**RESPONSIBILITIES**

It is Raichand responsibility to communicate our policies and procedures to all workers on a

systematic basis. Supervision rests with the individual directors and supervisor

workers' understanding of their responsibilities and the need to comply with policies and

Procedure. Employees are responsible for following our policies and procedures.

**POLITICS**

Raichand recognizes and promotes a client's right to appoint an attorney.

If the client wishes legal support or representation, Raichand is obliged to do so to support them in making this decision and, if necessary, to assist them in hiring a lawyer.

**PROCEEDINGS**

When a client requests an attorney, the associate will:

• Confirm that Raichand supports the use of an attorney and will provide on time Information in an appropriate format to help the customer make an informed decision and understand their rights in relation to the appointment of a lawyer.

• Ask for the name of the person or agency that will be advocacy customers and record this information in the customer file.

• Provide appropriate referral to a recognized advocacy group if the client doesn't know how to do it.

• Obtain written or telephone confirmation from the customer that they are pleased to be contacted by the attorney to ensure there is no invasion of privacy; This Information must be noted in the customer file.

**THE ROLE OF AN ADVOCATE**

An attorney may be involved in assisting and assisting a client in a number of ways or may approach Raichand directly with the client's permission, including:

• Supporting the customer to ensure their rights are protected.

• Access to information about Raichand's customers.

• Participate in meetings or discussions that may affect the services the customer receives.

• Assisting the customer in providing accurate information to Raichand.

• Assisting the customer in filing a complaint about the services provided by Raichand.

**VIOLATIONS OF THIS POLICY**

Violation of this policy is grounds for disciplinary action, up to and including termination, of the Profession. Ignorance of these procedures is not generally accepted as an excuse for non-compliance. Only under extreme circumstances and where such ignorance can be If it can be proven that the person concerned is not at fault, Raichand will accept this such an argument.

**DISTRIBUTION AND REVIEW**

Raichand ensures that all persons who are commissioned to provide paid, or unpaid services are aware of this policy and have easy access to it in an appropriate format. All guidelines are to be regularly reviewed or when required by law or government policy.