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Do You Take on Clients Who Have Unrealistic Expectations?

Clients complain when they do not get what they expect. Lawyers who want to avoid claims of malpractice or professional misconduct should tune into the expectations of their clients.

If the client’s expectations are unreasonable, explain to the client what his or her expectations should be – what is reasonably attainable, what is not, and why. If the client’s expectations are unshakable, it is usually best to decline the representation or, if it has already commenced, terminate it. No amount of good lawyering will ever completely satisfy such a client. If termination of the relationship is impossible or inappropriate under the circumstances, at least make a written record of the client’s refusal to accept sound legal advice.