

Client Service Standards

Exceptional client service is crucial to delivering value and making ourselves indispensable to our clients. We must, therefore, create an atmosphere of constant attention to providing exceptional client service. These Client Service Standards set forth the minimum expectations for all Gray Plant Mooty employees in serving all of our clients, whether they be external fee-paying clients, pro bono clients, or our colleagues within the firm.

1. We will know our clients.
2. We will provide value to our clients according to their specific needs.
3. We will deliver superior legal services to our clients.
4. We will work with clients to determine deadlines, and we will meet or beat agreed-upon deadlines.
5. We will candidly communicate with clients regarding fees, costs, risks, and outcomes.
6. We will keep clients informed of the status of their matter and will respond to client communications within half a business day or sooner.