

CLIENT EXPECTATIONS

Pro Bono Partnership of Ohio (“PBPO”) is pleased to support your nonprofit organization through the generosity of our donors and network of attorneys that volunteer their time for free. To continue to meet the high demand for our free legal services and ensure the highest quality of representation for you, we need the full cooperation of our nonprofit clients.

On behalf of our organization, we agree to:

1. Maintain regular contact and communication with PBPO and your attorney volunteer regarding your open legal matters and promptly respond to emails and telephone calls.
2. Join conference calls and meetings on time.
3. Produce all necessary information and documentation in a timely manner. If you are unable to do so, please communicate with the attorney volunteer and PBPO.
4. Be considerate of the volunteer’s time. Our attorneys are donating their time and expertise to assist you.
5. Inform PBPO if you need to put a legal matter on hold or if there are obstacles to completing a matter.
6. Notify PBPO when a matter is completed.
7. Make all requests for assistance with new legal matters through PBPO staff, not through your individual attorney volunteers.
8. Promptly pay for any third-party fees (such as paying a filing fee to the US Patent and Trademark Office when registering a trademark).
9. Communicate these guidelines to any staff or board member that will be working on a matter.
10. Additionally, while not required, we encourage you to send a thank you note to the volunteer following the completion of each matter, copying PBPO.

We understand that failure to uphold these responsibilities may result in the closing of our legal matters and/or termination of our organization as a PBPO client.