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| --- | --- | --- | --- | --- | --- |
| **Inquiry** | **Yes** | **No** | **N/A** | **Notes/Comments** | **Note improvements needed & dates for**  **follow up** |
| **Ending the Representation** | | | | | |
| **1.** When a client’s matter has concluded, do you solicit feedback in the form of a survey or otherwise? |  |  |  |  |  |
| **2.** When withdrawing, do you familiarize yourself with HRPC Rule 1.16 on protecting client interests upon termination? |  |  |  |  |  |
| **3.** Do you notify clients promptly in writing that you’re withdrawing from their case/matter because of unpaid bills, lack of cooperation or personality difficulties in accordance with court rules so as to not leave the client in the lurch? Are you careful about not revealing any client information in your social media? |  |  |  |  |  |