

Justice Entrepreneurs Project (JEP) Network--Service Standards

Law firms in the Justice Entrepreneurs Project (“JEP”) Network commit to provide excellent service in accordance with these standards.

1. All lawyers at JEP Network firms are licensed and in good standing to practice law in Illinois, carry malpractice insurance, and are committed to the [Principles of the JEP](#).
2. JEP Network firms are committed to providing affordable representation options that include fixed fee arrangements and flexible representation options. JEP Network firms commit to make their pricing options transparent and accessible to potential clients.
3. Potential clients requesting assistance from a JEP Network firm can expect that the firm will provide an initial response to that request within two business days or sooner.
4. JEP Network firms make the following commitments to clients:
 - a) The JEP Network firm and its client will mutually agree on the objectives of the representation and establish in advance the fees and other expenses to be paid by the client. These objectives, fees, and other expenses to be paid will be outlined in a written client engagement agreement between the firm and client.
 - b) JEP Network firms will:
 - Establish communication guidelines with clients, including a procedure for regular communications and case updates;
 - Consult with the client about the means by which the client’s objectives are to be accomplished;
 - Keep the client informed about the status of the representation;
 - Promptly respond to reasonable requests for information and other appropriate communications; and
 - Bill and invoice electronically if requested.
5. JEP Network firms also commit to provide the following:
 - a) Websites that are up-to-date with respect to firm personnel, firm capabilities, and contact information; and
 - b) Electronic communication, including maintaining a functional email account and business telephone line with voicemail.

6. JEP Network firms commit to soliciting client feedback and promptly addressing client satisfaction concerns involving their services.
7. JEP Network firms commit to resolving fee disputes through the Chicago Bar Association's [attorney fee dispute resolution process](#) if participation in the process is requested by a client.
8. JEP Network firms commit to keeping timely appointments, whether in the courts, the office, or meeting places more convenient to clients. If a JEP network firm attorney is unable to make an appointment or will be late because of a conflict or for any other reason, he or she will inform the client in advance of the scheduled meeting time.
9. JEP Network firms commit to having a business continuity plan covering issues that will arise should the JEP Network firm be unable to provide services.
10. JEP Network firms are committed to abiding by the above standards, actively encouraging feedback from their clients, and working with their clients in good faith to address any disagreements about their representation.

Please feel free to provide feedback on your experience with a JEP Network firm by emailing feedback@jepchicago.org. Please do not include any sensitive, confidential, or privileged information regarding your particular case.